

ROUGH EDITED COPY

KING COUNTY EMERGENCY PLANNING WITH THE DISABILITY COMMUNITY

TUESDAY, MAY 13, 2013 10:00 a.m.

SUMMIT TWO ROOM

CART PROVIDED BY: Julie Oswalt
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SEATAC WASHINGTON; TUESDAY, MAY 13, 2014

10:15 A.M.

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** COMMUNICATION **

>> MICHAEL RICHARDSON: TRY TO ENUNCIATE FOR THE FOLKS IN THE BACK. RAISE YOUR HAND IF YOU CANNOT HEAR ME. WHAT WE WILL DO FOR THE NEXT TEN TO 12 MINUTES IS GO AROUND AND INTRODUCE YOURSELF, SAY YOUR NAME, WHO YOU ARE REPRESENTING, SO YOU KNOW WHO WILL BE IN YOUR COHORT BECAUSE YOU WILL BE STAYING MOST OF THE DAY TOGETHER TODAY AND GOING THROUGH THE DIFFERENT PROCESSES OF IDENTIFYING PROBLEMS AND BARRIERS, WHICH IS YOUR FIRST GROUP

TODAY, AND SHELTERS, WHICH I CAN'T THINK OF RIGHT OFF THE TOP OF MY HEAD.

MY NAME IS MICHAEL RICHARDSON. I'M DIRECTOR OF THE NORTHWEST ADA CENTER. WE ARE TECHNICALLY WITH THE REHAB MEDICINE DEPARTMENT WITH THE UNIVERSITY OF WASHINGTON. WE PROVIDE TECHNICAL ASSISTANCE FOR THE AMERICANS WITH DISABILITIES ACT IN ALASKA, OREGON, IDAHO AND WASHINGTON. MY ROLE IS TO DO WORKSHOPS TRAINING AND INFORMATION ABOUT THE ADA. WE GET CALLS FROM CITY PLANNERS, ARCHITECTS, EMPLOYEES, EMPLOYERS, GOVERNMENT OFFICIALS WANTING TO KNOW ABOUT WHAT THEIR RIGHTS AND RESPONSIBILITIES ARE ABOUT THE ADA. I WILL TURN IT TO ARIELE NOW.

>> ARIELE BELO: HI THERE. I AM ARIELE BELO AND I AM THE DIRECTOR FOR — DIRECTOR OF SERVICES. WE COVER 13 DIFFERENT COUNTIES IN WESTERN WASHINGTON. WE PROVIDE DEAF AND HARD OF HEARING SERVICES, TRAININGS, WORKSHOPS, AND WE ALSO HAVE AN EMERGENCY EDUCATION PROGRAM WHERE WE TRAVEL ALL OVER THE STATE OF WASHINGTON TRAINING 911 CENTERS ON HOW TO RESPOND FROM PHONE CALLS FROM DEAF AND HARD OF HEARING COMMUNITY MEMBERS. THANK YOU AND WELCOME.

>> MICHAEL RICHARDSON: BEFORE WE START I WILL PASS THESE OUT. WE CAN PASS THESE AROUND. THESE ARE JUST COPIES OF THE SCENARIO THAT WAS PRESENTED AT THE END OF THE LAST SESSION ABOUT A MAJOR SNOWSTORM AND WHAT IS HAPPENING IN THE FORECAST, AND I WILL PASS

THOSE AROUND.

LET'S START WITH YOU.

>> I'M BRAD GHERLOCK (PHONETIC) WITH WASHINGTON STATE UNIVERSITY AND I WORK IN THE METROPOLITAN COMMUNITIES. WSU DOES A LOT OF EMERGENCY PLANNING. WE WORK WITH THE COUNTY, AND MY ROLE IS TRYING TO LEARN MORE ABOUT THIS ISSUE AND HOW WSU RESOURCES CAN ADD VALUE TO THE WORK GOING ON ALREADY, BOTH FROM EMERGENCY MANAGEMENT, TRANSPORTATION, AND WORKING WITH THE COMMUNITY IN EMERGENCY RESPONSE.

>> MY NAME IS JANINE OLSEN. I WORK WITH THE CITY OF REDMOND ENEMERGENCY MANAGEMENT DEPARTMENT. I'M HELPING MY COMMUNITY TO UNDERSTAND THE HAZARDS WITHIN OUR COMMUNITY AND HELP THEM GET MOTIVATED TO PREPARE FOR THOSE HAZARDS.

>> I'M TOBY OLSON. I'M THE EXECUTIVE SECRETARY OF THE GOVERNOR'S COMMITTEE ON DISABILITIES ISSUES AND EMPLOYMENT. WE ADVISE THE GOVERNOR AND OTHER POLICY-MAKERS ON ISSUES CONNECTED WITH DISABILITY.

>> HI, I'M NICHOLE OLSEN AND I WORK WITH PIERCE COUNTY. I WORK WITH HIGH RISK EMERGENCY PLANNING AS WELL AS SHELTER AND EVACUATION PLANNING.

>> I'M DUANE STONE. I'M ONE OF THE PROGRAM MANAGERS. I WORK WITH 30 CASE MANAGERS AND WE SERVE ABOUT 1,800 FOLKS WITH CHRONIC MENTAL ILLNESSES AND MY JOB IS TO BRING SERVICES TO FOLKS WITH MENTAL ILLNESS.

>> MY NAME IS SEGN GOVANJ (PHONETIC) AND I WORK WITH THE DIVISION OF DEPARTMENT DISABILITY, S-E-G-N, FOR THE STATE OF WASHINGTON. I'M A REPRESENTATIVE OF KING COUNTY, KENT OFFICE. WE SERVICE ADULT AND CHILDREN, SO MY ROLE IS TO RELAY INFORMATION BACK TO MY COLLEAGUES WITH REGARDS TO THE RESOURCES IN KING COUNTY, AND ALSO HOW WE CAN BETTER ASSIST THE POPULATION THAT HAS DEVELOPMENTAL DISABILITIES.

>> MY NAME IS SIRO KONKRIS (PHONETIC). I'M WITH THE CITY OF SEATTLE AND I GIVE ADVICE TO VARIOUS DEPARTMENTS REGARDING ACCESSIBILITY ISSUES.

>> I'M THE REGIONAL SERVICES MANAGER FOR THE AMERICAN RED CROSS, SO WE OBVIOUSLY DEAL WITH DISASTERS ONGOING, AND OUR PRIMARY CONCERN HERE IS MAKING SURE OUR SHELTERS ARE ACCESSIBLE TO EVERYONE.

>> I'M ECHIE (PHONETIC) BURNETT. I WORK WITH THE SEATAC POLICE DEPARTMENT AND I'M HERE BECAUSE I HAVE NO IDEA WHAT RESOURCES ARE OFFERED IN KING COUNTY OR IN SEATAC AND I WOULD LOVE TO TAKE WHAT I CAN GET AND PASS IT ON TO EVERYBODY WHO LIVES IN SEATAC.

>> MY NAME IS JEFF KNUTSON (PHONETIC). I DON'T WORK FOR ANY ORGANIZATION, I'M JUST HERE REPRESENTING THE LOW VISION AND BLIND COMMUNITY.

>> MY NAME IS TERESA BARNS. I'M THE COORDINATOR FOR SUPPORTIVE LIVING SERVICES FOR ARC OF KING COUNTY. I'M HERE TO ASSURE THAT EVERY PARTICIPANT HAS SAFE AND READY ACCESS IN THE EVENT OF AN

EMERGENCY OR A CATASTROPHIC EVENT, AND ALSO TO AUGMENT AND ASSIST MY CLIENTS IN THEIR APARTMENTS, APARTMENT COMPLEX MANAGERS, AND ALL THAT GOOD STUFF, FOR INSURING GOOD AND READY ACCESS TO THEIR LIVING ARRANGEMENTS.

>> I'LL GO. MY NAME IS JUSTINE ROSEN (PHONETIC). I'M WITH THE OREGON DISABILITY OFFICE. IT'S LOCATED — IT'S NICE TO SEE YOU. I'M THE EMERGENCY PROGRAM COORDINATOR. I TRAVEL THROUGHOUT THE STATE OF OREGON AND TALK TO ORGANIZATIONS THAT PROVIDE DIRECT SERVICES WITH PEOPLE WITH DISABILITIES ABOUT DISASTER PREPAREDNESS AND TO TRAIN THEM FOR THE CLIENTS AND THE UNIQUENESS THAT PEOPLE WITH DISABILITIES MIGHT FACE WHILE PLANNING, AND ALSO TRY TO BUILD A GAP BETWEEN EMERGENCY MANAGEMENT PROFESSIONALS IN THAT PARTICULAR COMMUNITY SO WE CAN GET THE DISABILITY FOLKS INVOLVED MORE IN DISASTER PLANNING THROUGHOUT THE STATE OF OREGON.

>> I WORK FOR LIFE WORKS IN COWLITZ [] COUNTY. I WORK WITH DEVELOPMENT DISABILITY FOLKS AND I'M ALSO THE SAFETY CHAIR FOR OUR SAFETY COMMITTEE.

>> HI, I'M RISA LEEON (PHONETIC.) I'M WITH DISPLACEMENT SERVICES. I JUST JOINED OUR DEPARTMENT AND I'M HOPING TO LEARN ABOUT DISASTER PLANNING.

>> I'M WITH AGING DISABILITY AND DISABILITY SERVICES. WE SERVE 10,000 ADULTS THROUGH SUBCONTRACTORS AND DIRECT SERVICES IN THE COMMUNITY, SO WE ARE VERY INTERESTED IN MAKING SURE THEY ARE

READY WITH PRE-PLANNING FOR EVENTS.

WE ALSO HAVE AN ARRAY OF THINGS COMMUNITY BASED THAT WE RESPOND TO THROUGH ADS AND KING COUNTY.

>> I'M MARYANN DEFREEZE (PHONETIC). I WORK WITH THE BELLEVUE OFFICE OF ALLIANCE FOR PEOPLE WITH DISABILITIES, AND WE WORK WITH A WIDE ARRAY OF PEOPLE WITH ALL TYPES OF DISABILITIES AND I'M THE EMERGENCY PREPAREDNESS PERSON AND HAVE BEEN FOR THE LAST SEVEN YEARS, WORKING WITH THIS AGENCY.

>> MY NAME IS NANCY SMERSH (PHONETIC) AND I'M A MEMBER OF HERO HOUSE WHICH IS ONE OF 400 INTERNATIONAL CLUB HOUSES FOR ADULTS WITH MENTAL ILLNESS THAT WANT TO REJOIN THEIR COMMUNITY, AND I'VE ALWAYS BEEN INTERESTED IN EMERGENCY PREPAREDNESS, IT WAS MY CAREER, AND I WENT THROUGH THE SEARCH AND TRAINING AND WE ARE NOW DEVELOPING OUR FIRST EMERGENCY PREPAREDNESS PLAN IN OUR CLUB HOUSE.

>> I'M DEBORAH NEEDHAM AND I'M WITH EMERGENCY MANAGEMENT FOR THE CITY OF RENTON. WE DID AN ASSESSMENT OF HOW WELL WE WERE SERVING OUR POPULATIONS WITH FUNCTIONAL NEEDS ABOUT A YEAR AND A HALF AGO. PRIOR TO THAT I WAS WITH THE VULNERABLE PERSON'S STEERING COMMITTEE. THE TERMINOLOGY HAS BEEN CHANGING OVER TIME.

I ALSO HAVE A PARTNER WHO IS PARTIALLY DISABLED AND I'M RECOVERING FROM FOOT AND ANKLE RECONSTRUCTION. I'M RECENTLY OFF THE SCOOTER SO I HAVE HAD PERSONAL EXPERIENCE ON HOW THAT WOULD

AFFECT ME AS WELL. I FIND THAT WE HAVE A LOT TO DO, SO THAT'S WHY I'M HERE, TO FIGURE OUT HOW TO DO THE WORK.

>> MY NAME IS KEVIN KERWIN (PHONETIC). I WORK FOR THE STATE DEPARTMENT OF SOCIAL AND HEALTH SERVICES IN THE DIVISION OF DEVELOPMENTAL DISABILITIES ADMINISTRATION. I'M OUR EMERGENCY COORDINATOR FOR DDA. OUR MISSION AND ESSENTIAL FUNCTIONS ARE OUR PROGRAMS AND REHABILITATION CENTERS AND STATE-OPERATED LIVING ALTERNATIVES. WE HAVE 40 HOUSES AROUND THE STATE, FOUR RESIDENTIAL REHABILITATION CENTERS. THOSE ARE VITAL SERVICES, SO I COORDINATE THE EMERGENCY PLANS AND FEMA PLANS FOR THOSE. ALSO FOR THE REGIONAL OFFICES, PLANS FOR EMPLOYEES AS WELL AS CLIENTS.

>> GOOD MORNING. I'M SABRINA COOK. I'M WITH KING COUNTY 211. I SPEND A PORTION OF MY DAY HELPING CALLERS AROUND KING COUNTY ACCESS TANGIBLE NEEDS PROGRAMS. I SPEND THE BULK OF MY DAY AS THE DISABILITY PROGRAM SPECIALIST FOR 211 AND THE CRISIS CLINIC WORKING ONE-ON-ONE WITH CLIENTS WHO, DUE TO THEIR DISABILITIES, HAVE DIFFICULTY ACCESSING HEALTH AND SERVICES NEEDS.

>> I'M WITH NORTHWEST CENTER WORKING SPECIFICALLY WITH THE PROGRAM THAT HELPS ADULTS FIND JOBS AND KEEP THEIR JOBS. WE WORK WITH PEOPLE OF ALL ABILITIES.

>> MICHAEL RICHARDSON: GREAT. THANK YOU VERY MUCH —

>> I'M THE EXECUTIVE DIRECTOR FOR THE WASHINGTON STATE INDEPENDENT LIVING COUNCIL. IT'S A GOVERNOR-APPOINTED COUNCIL

THAT OVERSEES THE STATE INDEPENDENT LIVING PLAN WHICH IS REQUIRED BY THE RECOVERY SERVICES EMERGENCY PLAN TO FUND THE CENTERS FOR INDEPENDENT LIVING, WHICH WE HAVE SIX ACROSS OUR STATE, LAKEWOOD, SEATTLE, BELLEVUE, BELLINGHAM, ELLENSBURGAND, SPOKANE.

>> I'M ROBIN FILLMAN (PHONETIC) AND I'M FROM PUBLIC HEALTH SEATTLE IN KING COUNTY, SEATTLE. WE COINED THAT PHRASE BACK IN 2005. COMING FROM A PUBLIC HEALTH CENTER WE MEANT VULNERABLE AND HEALTH DESPARITIES. I THINK THAT LANGUAGE IS CONFUSING. REALLY WHEN WE INITIALLY COINED THAT PHRASE IT CAME FROM A HEALTH DISPARITY MODEL WHICH IS DIFFERENT FROM AN EMERGENCY MANAGEMENT. IT MADE PEOPLE VULNERABLE IN THEIR OWN WAY, AND I AGREE, WE NEED TO START THINKING ABOUT THE NAME AND YOU GUYS ARE PERFECT PEOPLE TO START THINKING ABOUT THAT.

WE WANT TO BE AS INCLUSIVE AS POSSIBLE. I WILL BE IN AND OUT TRYING TO GET A FLAVOR THROUGHOUT THE DAY OF WHAT EVERYONE IS TALKING ABOUT AND I'M ALREADY EXCITED ABOUT THE CONNECTIONS WE ARE MAKING AND THERE IS ALREADY FOLLOW-UP THAT WE CAN START DOING.

>> MICHAEL RICHARDSON: ALSO I WANTED TO INTRODUCE YOU TO KATE WHO WILL BE WORKING VERY HARD TAKING NOTES, SO PLEASE BE NICE TO HER.

FYI, I DISCOVERED THE RESTROOMS AREN'T TOO FAR FROM HERE. YOU GO OUT THE DOOR AND TAKE A LEFT TOWARDS THE EXIT AND THERE ARE

RESTROOMS OVER THERE. SOME HOUSEKEEPING RULES, FOR EFFECTIVE COMMUNICATION, SPEAK ONE AT A TIME, RAISE YOUR HAND, THAT WAY IT MAKES IT EASIER FOR THE INTERPRETERS AND CART PROVIDER, AS WELL AS ALL OF US.

YOU HAVE A HANDOUT REMINDING YOU OF A STICKY WINTER SCENARIO. WE ARE FOCUSING ON COMMUNICATIONS. AS YOU SAW EARLIER THIS MORNING, COMMUNICATION APPLIES TO MANY INDIVIDUALS WITH DISABILITIES AND HOW WE COMMUNICATE, WHETHER IT'S THROUGH READING, SPEAKING, HEARING, CONVEYING FEELINGS SO IT'S NOT JUST LIMITED TO HEARING LOSS BUT THOSE WITH VISION LOSS, COGNITIVE DISABILITIES, AND WHAT-NOT.

ALSO KEEP IN MIND THE UPCOMING WAVE OF BABY-BOOMERS AS WELL. THERE IS A BIG POPULATION THAT WILL BE EXPERIENCING IMPACTS, ESPECIALLY HEARING, MOBILITY, AND OTHER ISSUES AS WELL. OUR ROLE IS TO HAVE A DISCUSSION. MANY OF YOU HAVE EXPERTISE WITH THE DISABILITY SIDE. MANY OF YOU HAVE EXPERTISE FROM THE PROVIDERS AND COMMUNITY ASSOCIATIONS AND GOVERNMENT AGENCIES SIDE, AND THE IDEA IS TO SHARE OUR EXPERIENCE AND EXPERTISE AND IDENTIFY THE GAPS THAT WE CAN EXPERIENCE IN THIS SITUATION.

WE HAVE POWER OUTAGES, TRANSPORTATION IS DOWN, HOW TO CONVEY MESSAGES, THINGS LIKE THAT. WHO WILL COLLABORATE WITH US TO RESOLVE BARRIERS OR ISSUES THAT WE EXPERIENCE IN SITUATIONS LIKE THIS? WHAT IS THE BEST PRACTICES THAT YOU MIGHT ALREADY BE

USING? WHAT DO YOU THINK MIGHT BE EFFECTIVE IN ENHANCING THAT COMMUNICATION, THAT WOULD BE EFFECTIVE IN A SITUATION LIKE THIS? HOW ARE MESSAGES ARE CONVEYED THROUGH MEDIA? HOW ARE YOUR WEB SITES SET UP? ARE THEY ACCESSIBLE TO PEOPLE WHO USE SOFTWARE, FOR EXAMPLE? HOW TO GET FIRST RESPONDERS TO COMMUNICATE DOOR-TO-DOOR IF THEY WERE TO RUN ACROSS A DEAF COUPLE AS MENTIONED IN THAT EXAMPLE. THERE ARE LOTS OF LITTLE THINGS TO THINK ABOUT.

I WILL LEAVE IT FOR YOU TO HELP REMIND ME WHAT AREAS COULD BE MISSING. I'M NOT HERE TO SPEAK MUCH TODAY BUT HELP FACILITATE COMMUNICATION AND CONVERSATION AND LEAVE IT TO YOU GUYS TO COME UP WITH ISSUES YOU SEE THAT ARE IMPORTANT AND POTENTIAL SOLUTIONS AS WELL.

ARIELE, DO YOU HAVE ANYTHING?

>> NO. I THINK YOU COVERED IT, MICHAEL.

>> MICHAEL RICHARDSON: WE HAVE A SNOWSTORM. THIS IS IN THE SAME COMMUNITY WHERE THE POWER OUTAGES ARE. IT'S FREEZING COLD.

WHAT ARE SOME OF THE INITIAL THOUGHTS THAT COME TO MIND ABOUT HOW PEOPLE WITH DISABILITIES IN THE COMMUNITY, WHAT THEY ARE EXPERIENCING IN THE MOMENT AND WHAT WOULD BE A CONCERN TO YOU?

>> PEOPLE WHO ARE ELECTRIC DEPENDENT WOULD BE A CONCERN. SOME PEOPLE ROLL WITH THE PUNCHES. IT'S AMAZING AFTER A SNOWSTORM HOW THEY MADE IT THROUGH AND HOW INNOVATIVE THEY WERE TOO. ELECTRICITY IS ONE OF OUR MAIN CONCERNS.

>> MICHAEL RICHARDSON: WE HAVE PEOPLE TRYING TO ACCESS A WEB SITE OF SOME KIND. WHAT WOULD BE A COMMUNITY BARRIER IDENTIFIED THERE AS WELL? YES?

>> IF YOUR POWER IS OUT YOU CAN'T ACCESS A WEB SITE EXCEPT FOR LIKE YOUR SMART PHONE, BUT THAT'S NOT GOING TO LAST WITHOUT BEING ABLE TO CHARGE IT, FOR THREE DAYS.

I KNOW ONE PROGRAM IN EXISTENCE IN RESIDENTIAL COMMUNITIES IS "MAP YOUR NEIGHBORHOOD," SO I'VE DONE THAT IN MY COMMUNITY SO WE KNOW WHO HAS WHAT, BOTH FROM A NEEDS PERSPECTIVE AND AS A SUPPLIER.

>> MICHAEL RICHARDSON: WHAT COMMUNITY ARE YOU FROM AGAIN? KING COUNTY?

>> NO, I'M MENTALLY ILL AND I'M HERE FROM A CLUB HOUSE.

>> MICHAEL RICHARDSON: WHEN YOU SAY "MAP THE COMMUNITY," THAT SOUNDS LIKE A GOOD PROGRAM TO IDENTIFY SPECIFIC INDIVIDUALS IN THE NEIGHBORHOOD THAT MIGHT NEED SPECIAL ATTENTION IN COMMUNICATION.

>> THERE IS PROBABLY SOMEBODY HERE MORE KNOWLEDGEABLE WITH "MAP YOUR NEIGHBORHOOD" OR "MINE," M-I-N-E YOUR RESOURCES, AND I BELIEVE IT'S FEMA.

>> IT'S WASHINGTON STATE AND IT HAS MADE SUCCESS WITH DIFFERENT NEIGHBORHOODS.

>> WE CAN SEND THE LINK OUT TO PEOPLE SO EVERYONE HAS THAT RESOURCE.

>> THINKING ABOUT IN TERMS OF COMMUNICATION, THE IMPORTANCE OF NICER WEATHER WITH ANOTHER STORM COMING IN IS, TO THOSE WHO NEED ASSISTANCE, HOW DO WE PRIORITIZE THAT THEY GET FOOD OR WHATEVER IF THEY ARE MOBILITY IMPAIRED DURING THIS BREAK, AND MAKING SURE THAT THEY ARE AWARE ANOTHER BOUT IS COMING, IT SEEMS TO BE CRITICAL IN THAT COMMUNICATION.

>> MICHAEL RICHARDSON: WHEN YOU THINK ABOUT THESE POTENTIAL SCENARIOS, APPLY IT TO WHAT'S HAPPENING RIGHT NOW IN YOUR COMMUNITIES IN WASHINGTON STATE. THINK ABOUT IT IN TERMS OF WHAT COULD BE POTENTIALLY IMPACTING YOUR ORGANIZATION OR COMMUNITY. MAYBE YOU HAVE EXPERIENCED LIMITATIONS IN HOW COMMUNICATION IS USED TO OUTREACH FOR PEOPLE WITH DISABILITIES.

>> ONE ISSUE WE HAVE HAD IN THE CITY OF RENTON IS WHEN WE ARE UPDATING THE WEB SITE, ALTHOUGH OUR WEB SERVE IS BACKED UP, INDIVIDUALS WHO ARE AT THEIR HOMES WHO CAN ACCESS AND USE THE CONTENT MANAGEMENT SYSTEM DO NOT ALWAYS HAVE POWER AT HOME. THAT CREATES A CHALLENGE FOR PEOPLE WHO ARE RESPONSIBLE FOR UPDATING IT IF THE ROADS ARE IMPASSABLE, IT CAN BE HARD FOR US TO GET THE INFORMATION UP ON THE WEB.

>> WHEN YOU HAVE A TRANSPORTATION ISSUE, I'M REMINDED OF PEOPLE WITH DISABILITIES WHO ARE HOMEBOUND WHO NEED THE ASSISTANCE OF CAREGIVERS, AND HAVING THEIR CAREGIVERS GET TO THEM TO PROVIDE — — THERE ARE MANY OLDER ADULTS WITH Alzheimer's THAT NEED SOMEBODY FROM THE TIME THEY GET UP TO THE TIME THEY GO TO

BED, AND THEY ARE LIVING IN THE RURAL AREAS OF KING COUNTY. SO accessibility ISSUES IS A BIG CONCERN.

>> MICHAEL RICHARDSON: WHEN WE TALK ABOUT COMMUNICATION DISABILITIES, I KNOW MANY PEOPLE IN THE DEAF COMMUNITY ARE PUBLIC TRANSPORTATION USERS. IF THERE IS POWER outage AND MAYBE CELLULAR PHONES AREN'T WORKING VERY WELL BECAUSE THEY ARE BEING OVER SWAMPED OR WHATEVER, YOU WANT TO SAY, HOW DO PEOPLE WITH HEARING LOSS — AGAIN, I'VE SEEN EMERGENCY PREPAREDNESS KITS TALKING ABOUT BATTERY-POWERED RADIOS. THOSE WILL NOT WORK FOR PEOPLE WHO ARE DEAF. HOW WOULD YOU CONVEY THOSE MESSAGES ABOUT TRANSPORTATION PERIOD OF TIME WITH NO ACCESS TO THE INTERNET? THE POWER IS OUT? PHONES WON'T BE WORKING? RADIOS WON'T WORK? THINGS LIKE THAT.

>> AFTER THE SNOWSTORM WE HAD — A FEW MONTHS AGO WE HAD AN ISSUE IN PORTLAND, TO YOUR POINT, AND PEOPLE WHO WERE RECEIVING DIRECT SERVICES AND PEOPLE WHO WEREN'T GETTING THOSE SERVICES, AND A LOT OF PEOPLE SAID THERE WAS A POOR LEVEL OF COMMUNICATION FROM MASS TRANSIT AUTHORITY. THEY COMMUNICATED THE SYSTEMS BEING DOWN SO PEOPLE DIDN'T KNOW THEY WEREN'T GOING TO BE ABLE GET TO THE PEOPLE THEY WERE PROVIDING SERVICES TO. IT ILLUSTRATED A POINT TO US THAT THERE IS A NEED. WHEN WE TALKED TO TRI-MET ABOUT THE DELIVERY OF THEIR MESSAGES, THEY SAID WE WENT TO THE PRESS, WE ANNOUNCED IT IN OUR NORMAL CHANNELS, RADIO, TELEVISION, A SOCIAL MEDIA SITE, BUT SOMETIMES

WE OVERLOOK THE FACT THAT NOT EVERYBODY GAINS INFORMATION IN THE WAYS THAT MOST OF US THINK ABOUT GETTING INFORMATION. WE ARE TRYING TO THINK OF WAYS TO BRING IN DIRECT SERVICE PROVIDERS AND RELAY COMMUNICATION TO PEOPLE ABOUT ROADS CLOSED DOWN, TRANSPORTATION IS CLOSED DOWN, AND GET AHEAD OF IT OTHER THAN NORMAL CHANNELS COMMUNICATION. THAT'S A PIECE WHERE WE NEED TO BUILD RELATIONSHIPS BETWEEN THE PUBLIC INFORMATION OFFICERS AND ALL THESE OTHERS IN THE COMMUNITY.

ANOTHER THING, THESE PEOPLE, WHEN THEY GET INFORMATION, THEY DON'T NECESSARILY SAY OH, THIS AUTHORITY IS GIVEN THIS PIECE OF INFORMATION. CLEARLY THAT'S NOT WHAT IS GOING TO HAPPEN. THEY LOOK TO FRIENDS AND OTHER SOURCES FOR VALIDATION, "DID YOU HEAR ABOUT THIS? DO YOU THINK THEY WILL REALLY SHUT DOWN THE BUS SYSTEM?" THEY ARE LOOKING FOR VALIDATION. WE NEED TO DO A GOOD JOB IN COMMUNICATION, SETTING IN AND REACHING OUT TO ORGANIZATIONS THAT HAVE SOME AUTHORITY THAT THEY SERVE, PEOPLE WHO LOOK TO THEM FOR INFORMATION. THAT'S ALL I'M preaching FOR THE REST OF THE DAY.

>> SO WITHIN THE CLUB HOUSE, THE PIECE WE ARE WORKING ON NOW IS THE PREPAREDNESS PIECE. SO A LOT OF OUR MEMBERS WOULD COME TO THE CLUB HOUSE. WE HAD GOTTEN A GRANT, SO WE HAD LIKE FUNDING FOR A GENERATOR BUT WERE NOT ABLE TO HAVE ONE ON SITE. WE ARE looking AT HAM RADIO, AND THEN partnering WITH OTHER MEMBERS. WE ARE IN THE MIDDLE OF BELLEVUE, SO LIKE WITH THE OFFICE IN

BELLEVUE OF ALLIANCE OF PEOPLE WITH DISABILITIES — I HAD TO LOOK AT YOUR TITLE — AND OTHER NEIGHBORING BUSINESSES, AND AGAIN, THIS IS PREPAREDNESS AHEAD OF TIME — I MEAN WITHIN THIS SITUATION, WITHOUT POWER, I DON'T KNOW OF ANY OTHER COMMUNICATION, SMOKE SIGNALS, RUNNING DOOR-TO-DOOR, OR THE HAM RADIO. BUT AGAIN, YOU HAVE TO HAVE THE RADIO AND KNOW HOW TO USE IT. I KNOW SOMEONE ELSE WHO HAS ONE, BUT AT LEAST WE CAN GET ACCURATE INFORMATION.

>> MICHAEL RICHARDSON: WHEN YOU SAY YOU KNOW SOMEBODY WHO HAS A HAM RADIO, GOING BACK TO THE GENERATOR, HOW COME YOU CANNOT USE IT?

>> BECAUSE WE ARE IN A BUSINESS PARK SO WE DON'T OWN THE BUILDING. AND FOR PROPER VENTILATION —

>> MICHAEL RICHARDSON: SO IT'S AN ISSUE OF BEING INSIDE VERSUS —

>> YEAH. IT'S ONE THING TO PURCHASE A GENERATOR. IT'S ANOTHER THING TO HAVE THE RESOURCE OF HOW TO PROPERLY INSTALL IT.

>> MICHAEL RICHARDSON: RIGHT, RIGHT. THERE COULD BE VARIOUS WAYS. THERE COULD BE GENERATORS THAT YOU HAVE OUTSIDE WITH AN ELECTRICAL CORD THAT PRODUCES CURRENT THROUGH AN ELECTRICAL CURRENT.

I GUESS MY QUESTION IS: HOW DO YOU COMMUNICATE WITH OTHER AGENCIES IN YOUR AREA TO LET THEM KNOW YOU HAVE A GENERATOR AVAILABLE? AND THAT BRINGS UP THE QUESTION: IS THERE

COMMUNICATION GOING ON AMONGST THE PROVIDERS AND ORGANIZATIONS THAT THESE ARE SOME OF THE THINGS THAT WE HAVE IN CASE WE NEED TO SHARE AND MOVE THINGS AROUND AND PROVIDE ACCESS.

>> WITH THE ALLIANCE OF PEOPLE WITH DISABILITIES IN BELLEVUE, THAT IS A BIG OUTREACH THING THAT I HAVE BEEN DOING WITH ERIC KAHORN (PHONETIC), AND NANCY AND THE STAFF AND PEOPLE OVER AT HERO HOUSE AND THE ALLIANCE, WE ARE FORMING A LITTLE PARTNERSHIP HERE WHERE IN THE NEXT COUPLE OF WEEKS I WILL BE GOING OVER THERE AND WORKING WITH NANCY AND THEIR STAFF AND PEOPLE AT HERO HOUSE AND PEOPLE COMING FROM THE ALLIANCE AND TEACHING EMERGENCY PREP CLASSES SO PEOPLE HAVE A CHANCE TO GET THEIR KITS TOGETHER.

WE WILL SEE THAT THEY GET AN ITEM EACH TIME THEY COME, AND THAT THEY GET MORE PREPARED TO BE ABLE TO SHELTER IN PLACE AND THINK ABOUT THE MEDICINES AND THINGS THEY NEED TO BE READY FOR, AND THE CULMINATION OF IT WILL BE SOMETHING LIKE THIS, THAT WE WILL BE TALKING ABOUT A SNOW STORM TYPE SCENARIO, BECAUSE THAT'S OUR USUAL THING HERE, AND THINK ABOUT ALL WE CAN DO.

IN THIS PARTNERSHIP, IF THEY HAVE A GENERATOR AND THAT WORKS, OR IF IT'S AT A CHURCH OR SOMEPLACE BETWEEN US, WE ARE TRYING TO FIGURE OUT WAYS TO CONNECT, AND ALSO WORKING WITH THE CITY OF BELLEVUE AND ALSO WITH THE CITY OF KIRKLAND AND REDMOND, JUST TO GET — THESE ARE THE MAIN PLACES WHERE WE ARE DRAWING OUR PEOPLE, SO WE CAN HAVE A BETTER IDEA OF WHAT'S AVAILABLE AND

WHAT WE CAN DISTRIBUTE AND WHAT SOMEONE ELSE HAS.

>> HUGE KUDOS TO THE PREPAREDNESS. I'M SURE I'M preaching TO THE CHOIR, NOT JUST THE KITS WHICH ARE SO IMPORTANT BUT ALSO ESTABLISHING A NETWORK OF WHO YOU WOULD GO TO FOR COMMUNICATION AND HAVING MORE THAN ONE PLAN FOR COMMUNICATION.

WITH THE DISASTERS THE NUMBER ISSUE IS ALWAYS COMMUNICATION BECAUSE IN ANY DISASTER, WHETHER IT'S A SNOWSTORM OR EARTHQUAKE OR WHATEVER, IT IS A CONSTANTLY EVOLVING SITUATION. THE ROADS ARE CLOSED, NOW THEY HAVE OPENED THE ROADS. INFORMATION IS ALWAYS CHANGING, SO HAVING A PLAN FOR HOW YOU ARE GOING TO GET YOUR COMMUNICATION AND GETTING RELIABLE INFORMATION IS SO IMPORTANT.

SOMEONE HAD MENTIONED EARLIER USING HAM RADIOS. ONE INSTANCE RECENTLY THAT I HAVE BEEN NOTING TO EVERYONE WHEN WE HAD OUR SEAHAWKS PARADE, JUST THE AMOUNT OF COMMUNICATION THAT WAS HAPPENING OVER CELL PHONES compromised THE NETWORK. THAT WAS JUST A PARADE. IMAGINE WHAT WILL HAPPEN WITH A FULL-ON POWER outage?

YOU NEED TO HAVE A PLAN. I KNOW A LOT OF FOLKS ARE INVOLVED WITH THE HAM RADIO WORLD, BUT THAT WILL BE A SYSTEM THAT WORKS IN AN EMERGENCY. IF YOU ARE A HAM RADIO OPERATOR, IF YOU KNOW SOMEONE IN YOUR NEIGHBORHOOD WHO IS, HAVING THAT COMMUNICATION PLAN FOR WHO WOULD WORK FOR YOU AS A COMMUNICATOR, WHATEVER YOUR CHALLENGE OR DISABILITY MIGHT BE, YOUR FUNCTIONAL

CHALLENGE, THINKING ABOUT THAT AHEAD OF TIME IS SUPER KEY TO BEING ABLE TO GET THROUGH A DISASTER IN A HEALTHY WAY.

>> I THINK THIS POINTS BACK TO THE IMPORTANCE OF POWER BECAUSE HAM RADIO SYSTEMS RUN ON BATTERY POWER OR ELECTRICAL, BUT BATTERIES HAVE TO BE CHARGED AT SOME POINT, AND I ALSO KNOW THERE IS A LOT OF PEOPLE, INCLUDING MY GRANDFATHER, WHO HAVE ONLY A LAND LINE PHONE, NOT A CELL PHONE, AND MANY OF THE LAND LINE PHONES NOW REQUIRE POWER TO OPERATE. PEOPLE DON'T KNOW THAT UNTIL THE POWER IS OUT. IT LEAVES PEOPLE WITHOUT THE ABILITY TO COMMUNICATE OUTWARD OR INWARD.

>> MICHAEL RICHARDSON: WE WILL GO TO YOU. KATHY, AND WHAT'S YOUR NAME?

>> LISA. I'M MARYANN.

>> MICHAEL RICHARDSON: THE KEY THEME BEING PARTNERSHIPS, OBVIOUSLY THAT WILL BE KEY IN ANY SITUATION. SO AFTER YOUR COMMENT, IF ANYBODY HAS ANY CONCERNS, SOME POSSIBLE CONCERNS YOU HAVE ABOUT FEELING A LACK OF PARTNERSHIPS AND WITH WHOM, I'M WONDERING IF THERE ARE SOME FOLKS IN THESE VARIOUS AGENCIES — I'M NOT QUITE SURE WHO TO CONTACT AS FAR AS SECURING THE TRUMPETER OR USING A VIDEO RELAY SYSTEM AND HOW I CAN GET MORE INFORMATION ABOUT THAT TO BE PREPARED.

>> I WILL PIGGY-BACK ON YOUR COMMENT. WORKING WITH LAW ENFORCEMENT, THERE IS SUCH A LACK OF POLICE AND FIRE AND EVERYTHING ELSE AVAILABLE, SO MY CONCERN WOULD BE FINDING OUT OR

CREATING A SYSTEM OF SAFETY PEOPLE WHO COULD BE VULNERABLE TO CRIMES IN THE AREA. THIS IS A PERFECT OPPORTUNITY FOR PEOPLE TO BE VICTIMS OF CRIME, WHETHER IT BE PERSONAL, HOME CRIMES, BURGLARIES, ALL THAT KIND OF THING. SO I'M NOT SURE IF THERE IS SOMETHING OUT THERE ALREADY THAT POLICE COULD SHARE WITH COMMUNITIES OR WHO THE POLICE COULD PARTNER WITH TO MAKE SURE THAT THESE INDIVIDUALS HAVE SOME FORM OF SAFETY PLANNING. IT'S MORE OF EDUCATION TO THE POLICE ON HOW WE COULD ASSIST.

>> TO PIGGY-BACK ON WHAT YOU ARE SAYING, ONE OF THE THINGS THAT WE HAVE DONE AT ARC, AND THAT WE MAINTAIN, IS THAT ANNUALLY WHEN WE DO THEIR ANNUAL EVALUATIONS, WE ALSO WORK WITH OUR PROGRAM PARTICIPANTS IN REGISTERING WITH THE FIRE DEPARTMENT AND THE POLICE DEPARTMENT SO THAT WAY IN THE EVENT OF AN EMERGENCY THEY KNOW THIS IS A PERSON WITH A DISABILITY, AND THEY KNOW THAT THEY WILL NEED ASSISTANCE, WHETHER IT'S EVACUATING, INSURING THAT THEY HAVE EMERGENCY POWER, ESPECIALLY THOSE THAT ARE MEDICALLY FRAGILE AND HAVE MOBILITY DISABILITIES.

>> I'M SURE IN KING COUNTY THEY DO. IT'S ALL WITHIN THE LOCAL POLICE DEPARTMENT AND FIRE DEPARTMENT, THEY HAVE INDIVIDUAL INDIVIDUAL REGISTRIES, AND IT'S ALSO ESSENTIALLY ABOUT BUILDING THOSE RELATIONSHIPS WITH THE local FIRST RESPONDERS SO YOU ARE AWARE OF WHAT IS GOING ON IN THE DISABILITY COMMUNITY SO THAT THEY CAN BE THOSE FIRST RESPONDERS.

>> ARE YOU REFERRING TO THE SMART 911?

>> WE WILL ALSO INTRODUCE AT THE local POLICE DEPARTMENT AND FIRE DEPARTMENT SO THAT WAY THEY HAVE A FACE THAT THEY CAN ASSOCIATE WITH AND KNOW FIRSTHAND ABOUT THE DISABILITY, AND CAN ALSO ASSIST IN EDUCATING.

>> MICHAEL RICHARDSON: THANK YOU FOR YOUR COMMENTS.

GOING BACK TO THE LITTLE KITS YOU MENTIONED, THE INFORMATION ABOUT HOW TO KEEP YOURSELF SAFE, FOR THOSE OF YOU PRODUCING THAT MATERIAL, ARE YOU CONFIDENT THAT YOU ARE producing THEM IN ALTERNATIVE FORMATS? AUDIO OUTPUT? PEOPLE WITH SCREEN READERS? OR IF NOT DO YOU HAVE CONCERNS ABOUT WHO YOU NEED TO REACH OUT TO TO GET THOSE MATERIALS IN ALTERNATIVE FORMATS?

>> THAT'S ONE THING WE DON'T HAVE IS ALTERNATIVE FORMATS. WE WERE ABLE TO OBTAIN A GRANT AND WE RECEIVED EMERGENCY SUPPLY KITS IN THE FORM OF BACK PACK RATIONS, ALL THAT GOOD STOP, FOR EVERY STAFF PERSON IN OUR AGENCY, BUT THERE IS NO ALTERNATIVE FORM OF COMMUNICATION OR ANY OTHER WAY TO COMMUNICATE WHAT NEEDS TO BE IN THAT BAG, AND WHAT INFORMATION IS NECESSARY, DOCTORS, MEDICATIONS, ADDRESS, NEXT OF KIN, FAMILY, WHAT TO DO WITH EVACUATION PLANS, ALL THAT STUFF. IT'S JUST ONLY IN ONE FORMAT, AND WHERE YOU GO TO GET THAT additional INFORMATION, ESPECIALLY FOR SOMEONE WHO IS VISUALLY IMPAIRED. THEY ARE NOT GOING TO BE ABLE TO READ THE INSTRUCTIONS, SO IS THERE BRAIL AVAILABLE? AND ALSO LIKE AUDITORY PLAY BACK, a LITTLE CASSETTE OR SOMETHING? BECAUSE

THERE ARE A LOT OF PEOPLE IN OUR PROGRAMS THAT AREN'T ABLE TO READ OR DON'T HAVE THAT SKILL.

HOW ARE YOU STILL ABLE TO COMMUNICATE THAT — OR FOLKS THAT DON'T HAVE THE FACILITIES TO BE ABLE TO TRANSLATE, LIKE MAYOR JOHNSON'S TEXTS OR COMMUNICATION STORIES, AND THEY NEED THAT SUPPORT TO DO THAT. HOW WILL WE BE BETTER ABLE TO EDUCATE AND LEAD OUR PARTICIPANTS TO A SAFE ENVIRONMENT IF THERE IS NO ALTERNATIVE COMMUNICATIONS AVAILABLE?

>> MICHAEL RICHARDSON: THE GENTLEMAN IN THE BACK?

>> FOR MYSELF, BEING 100 PERCENT BLIND AND I LIVE ON MY OWN, I'VE STARTED PUTTING TOGETHER MY OWN BLACKOUT BAG WITH ALL KINDS OF EMERGENCY STUFF. ONE OF THE THINGS, I WAS DOING A PODCAST, IT'S CALLED "TODAY'S SURVIVAL," AND ONE OF THE THINGS, I GUESS AT AMAZON THERE ARE LITTLE THINGS THAT YOU CAN CHARGE UP AND HAVE ON HAND THAT YOU CAN PLUG YOUR CELL PHONES OR IPODS OR KINDLE OR WHATEVER YOU HAVE TO CHARGE UP YOUR PHONE IN CASE OF A POWER outage.

I NEVER HEARD OF THEM UNTIL LISTENING TO THAT PODCAST. WITH THE DIFFERENT ORGANIZATIONS, MAYBE HAVING ON A WEB SITE OR MAILERS OR WHATEVER, DIFFERENT THINGS ON THERE THAT SOMEBODY COULD GO ON THEIR OWN AND MAYBE PURCHASE TOO. SO THAT WAY JUST BEING ABLE TO PUT OUT MORE INFORMATION ON STUFF THAT THEY MIGHT NOT KNOW ABOUT.

>> SO I WAS THINKING A BIT ABOUT PREPAREDNESS IS GOOD, BUT FOR

THOSE COMMUNITIES THAT AREN'T PREPARED IN A DISASTER — I LIVE IN ABOUT A TEN-BLOCK AREA WHERE WE ARE TOLD THAT OUR STREETS ARE tertiary, THEY WILL NEVER GET UP AND DOWN THE HILL. SO THINKING ABOUT HOW WOULD WE COMMUNICATE, HOW DO I GO AROUND AND HELP RESIDENTS? I KNOW I HAVE elderly NEXT TO ME, BUT THINKING OF THOSE UNIVERSAL COMMUNICATION SIGNS, FIRE, IT'S COMING.

I MAY BE THE NERD, BUT ON MY refrigerator, WHAT GOES INTO RECYCLING, compost, CAN WE SEND THOSE OUT TO THE PUBLIC SO WE CAN COMMUNICATE universally WHEN POWER IS OUT? ROADS ARE CLOSED? TRANSPORTATION? SO THOSE OF US WHO COULD HEAR OR READ FROM A CELL PHONE WOULD HAVE TOOLS TO COMMUNICATE TO OTHERS, AND THAT WHEN PUBLIC INFORMATION OFFICERS ARE COMMUNICATING THAT, HOW DO WE PLAN? GO DOOR-TO-DOOR TO YOUR NEIGHBORS? WELL, WE HAVE THIS TOOL, HOW YOU CAN HELP THEM UNDERSTAND WHAT IS HAPPENING. I'M TRYING TO THINK OF THAT EMERGENCY POINT.

>> THERE IS SOME SIGNAGE INCLUDED IN THAT FROM FEMA. THERE ARE EMERGENCY SIGNS THAT YOU CAN EITHER POST IN THE WINDOW OR THAT RED CROSS USES, SO THAT'S INCLUDED IN YOUR REGISTRATION FLASH DRIVE THAT YOU ALL RECEIVED, RIGHT? YOU GOT ONE THIS MORNING?

ANOTHER THING ABOUT PARTNERSHIPS, SOME OF YOU LIVE SPREAD OUT IN KING COUNTY, SO partnering WITH THE POLICE AND FIRE DEPARTMENT, BUT ALSO FINDING LOCAL AGENCIES LIKE interpreters IN THE AREA. MANY ASL INTERPRETORS WILL NOT BE ABLE TO DRIVE VERY FAR WITH THEIR OWN LIMITATIONS, SO FINDING local INTERPRETORS

WITH THAT — YOU DIDN'T REALIZE YOU HAVE an ASL INTERPRETER ONE BLOCK AWAY FROM WHERE I LIVE.

>> MICHAEL RICHARDSON: LET ME ADD, WHAT YOU ARE SAYING, AS ARIELE MENTIONED ON THE FLASH DRIVE, GOING BACK TO WHO DO I TURN TO TO TRY TO FIND ALTERNATIVE FORMATS, SOMETIMES MONEY CAN BE AN ISSUE.

SO MAYBE A BRIEF DISCUSSION AROUND SOME OF THE AREAS — THAT ORGANIZATIONS WITH EXPERTISE THAT WE CAN REACH OUT TO? I CAN THINK OF THE DEPARTMENT OF SOCIAL SERVICES FOR THE BLIND MAY BE ONE. THEY MIGHT HAVE FUNDING TO PROVIDE THOSE MATERIALS.

GO AHEAD.

>> I WILL BRING UP AN EXAMPLE OF ONE PROGRAM IN PARTICULAR, AN EVENT. THIS PERSON DOESN'T READ, DOESN'T WRITE, DOESN'T RECOGNIZE NUMBERS, AND IT'S A HUGE HEALTH AND SAFETY ISSUE HAVING HIM LIVE INDEPENDENTLY AND UNABLE TO ACCESS EMERGENCY SERVICES IN THE EVENT SOMETHING SHOULD HAPPEN. SO THROUGH PROVALE (PHONETIC), THEY HAVE A PORTION OF THE ORGANIZATION THAT JUST DEALS WITH ASSISTED TECHNOLOGY SO I WAS ABLE TO GET THIS PERSON ASSISTIVE TECHNOLOGY. IT'S A GIANT PHONE THAT HAS ACTUAL PICTURES OF PEOPLE HE WOULD NEED TO CALL ON THE KEYBOARD INSTEAD OF NUMBERS, SO HE JUST PUSHES THE PERSON. IT'S REALLY LIMITED, THOUGH, BECAUSE YOU CAN DIAL 911, YOU CAN DIAL THE EMERGENCY ON-CALL CELL PHONE FOR "MY PROGRAM," OR HIS FAMILY MEMBER. SO THAT'S GREAT THAT IT ALLOWS HIM ACCESS TO THOSE SERVICES, AND

ACCESS TO EMERGENCY REPORTING AND FIRST RESPONDERS. BUT THAT PHONE IS ONLY GOING TO BE SO EFFECTIVE IN THE EVENT OF A POWER outage. IN THE EVENT THAT, LET'S SAY HE IS DIABETIC AND HIS BLOOD SUGAR IS REALLY LOW AND HE IS NOT MAKING SENSE AND CAN'T RECOGNIZE THE PICTURES, SO WHAT DO YOU DO ABOUT THAT?

>> MICHAEL RICHARDSON: GOOD QUESTION.

DOES ANYBODY HAVE ANY COMMENTS TO ADD TO THAT?

>> I GUESS MY POINT IS WHILE FUNDING IS AVAILABLE, YOU DO HAVE TO LOOK FOR IT. PROVALE HAS A WONDERFUL PROGRAM, AND I'VE BEEN ABLE TO ACCESS THAT AND USE IT FOR MULTIPLE CLIENTS, BUT I THINK IT GOES ABOVE AND BEYOND FROM THAT, AND NOT HAVING A COMMON-WIDE STANDARD PROTOCOL I THINK IS DETRIMENTAL.

>> MICHAEL RICHARDSON: I WANT TO GO BACK TO WHAT YOU WERE SAYING ABOUT SOME OF THE MATERIALS THAT THEY USE FOR SIMPLE COMMUNICATION PURPOSES. FOR THOSE WORKING FOR CITIES, DO YOU KNOW OR NOT KNOW IF YOUR FIRST RESPONDERS HAVE KITS LIKE THAT TO DO SIMPLE COMMUNICATION FOR THOSE WITH HEARING LOSS, FOR EXAMPLE?

>> WHAT I WAS THINKING WAS MORE IN TERMS OF PARTNERSHIPS, IS CAN YOU GET THE UTILITY DISTRICT TO SEND THOSE SO EVERYBODY HAS THEM AT HOME? FIRST RESPONDERS AREN'T GOING TO GET TO ME — THEY ARE NOT GOING TO COME UP THAT ROAD UNLESS THERE IS AN EMERGENCY, SO ME, AS A GENERAL MEMBER OF THE PUBLIC, IT WOULD BE NICE THAT MY utility DISTRICT SENT THOSE CARDS SO IF I'M WALKING THE

NEIGHBORHOOD, TO KNOW IF ANYBODY NEEDS ANYTHING I'M PREPARED, VERSUS THE COMMUNITY-BASED ORGANIZATION THAT WILL NOT GET TO MY NEIGHBORHOOD.

>> MICHAEL RICHARDSON: MY FEELING IS THERE IS GOING TO BE THINGS POTENTIALLY INVOLVED WITH THAT, LIKE WHY DO WE HAVE TO SUBMIT SOME OF OUR BUDGET TO PRINT THAT OUT AND MAIL IT TO EVERYBODY? IT'S NOT MY RESPONSIBILITY, IT'S THEIRS. HOW WOULD WE RESOLVE THAT "NOT IN MY BACK YARD" TYPE mentality, IF IT'S EXISTING.

>> COULD WE APPEAL TO SOMETHING LIKE CERT? IN ANY GROUP ANYWHERE THERE WILL BE A NUMBER OF PEOPLE certified, AND IF THEY HAVE THAT, IT'S A THING THAT COULD BE PASSED AROUND, BECAUSE THEY WILL BE CHECKING ON THINGS LIKE GAS AND WHO DOESN'T HAVE POWER AND WHERE ARE THE SENIORS? WHO HAS A DISABILITY AND NEEDS MORE ASSISTANCE? IF THEY COULD HAVE THESE WITH THEM BECAUSE THEY ARE THE FIRST RESPONDER, IN THAT CASE.

>> MICHAEL RICHARDSON: CAN YOU REMIND ME WHAT "CERT" STANDS FOR?

>> "COMMUNITY EMERGENCY RESPONSE TEAM."

>> MICHAEL RICHARDSON: I WAS TOLD TO BE CAREFUL OF THE ACRONYMS THIS MORNING, SO I'M REMINDING MYSELF. THANK YOU.

>> I HAD A COMMENT FROM THE EMERGENCY MANAGEMENT. OUR CHALLENGE WITHIN THE COMMUNITY IS HAVING THEM UNDERSTAND THAT WE ARE NOT GOING TO BE THERE FOR EVERYBODY IF WE ARE CONSIDERING MY COMMUNITY OF REDMOND WITH ABOUT 55,000 POPULATION, 20 RESPONDERS AT ANY GIVEN TIME, THEY WILL NOT BE ABLE TO GET TO. IF YOU

CAN'T GET UP YOUR HILL, THEY WON'T GET UP YOUR HILL, THAT SORT OF THING.

WE ARE DEVELOPING A MODEL TO REALLY ENFORCE THE NEIGHBORS HELPING THEM WITH THE CERT, AND MICHAEL IS TO HAVE THESE HUBS WITHIN OUR TEN NEIGHBORHOODS OF REDMOND SO THAT THERE WILL BE A COMMUNITY SPOT WHERE PEOPLE WILL GO FOR INFORMATION AND BILLBOARDS WITH POSTAL SIGNS, HAVING CERTS TO RECOGNIZE THEIR NEIGHBORHOOD.

FEMA HAS PROVIDED THOSE NICE SIGNS WITH VISUAL PICTURES AS WELL AS DIFFERENT LANGUAGES THAT THE RED CROSS HAD DEVELOPED, LIKE "DO YOU NEED HELP" IN FOUR OR FIVE DIFFERENT LANGUAGES, SO GETTING THAT TRAINING AMONGST THE CERTS TO HAVE NEIGHBORS HELP NEIGHBORS AND GETTING THAT INFORMATION TO THE EMERGENCY COORDINATION CENTER, SO WHEN WE ARE DEVELOPING WHAT IS GOING ON, WE HAVE THAT INFORMATION.

SECONDLY, SOMEBODY HAS MENTIONED THE SOCIAL MEDIA COMPONENT OF FACEBOOKING OR tweeting. BECAUSE WE ARE SO RELIANT ON OUR TECHNOLOGY, WE WILL DO WHATEVER IT TAKES TO KEEP OUR PHONES CHARGED, WHETHER IT'S GOING DOWN TO A WARMING SHELTER AND PLUGGING IN SO THAT WE DO HAVE ACCESS TO OUR PHONES AND/OR INTERNET. THEY HAVEN'T MENTIONED WHETHER INTERNET IS DOWN HERE, JUST POWER outage. SO PEOPLE WILL FIND PLACES TO CHARGE UP AND STAY CONNECTED.

>> MICHAEL RICHARDSON: WHAT YOU WERE SAYING ABOUT MAILING OUT

SOME OF THESE MATERIALS TO RESIDENTS, I THINK IT MAKES SENSE. IT HAS TO GO BOTH WAYS. JUST LIKE RESPONDERS, SOMETIMES A RESIDENT WON'T REMEMBER WHERE THEY PUT THEIR COMMUNICATION SHEET OR TOOL KIT. JUST LIKE IN MY OFFICE, WHERE I DEPOSIT STUFF — I WAS GOING TO MAKE A COMMENT AND I LOST MY TRAIN OF THOUGHT.

>> WITH THE utility FLIERS I HAVE POSTED INFORMATION ABOUT HERE IS WHERE YOU CAN GO GET CPR TRAINING FOR A REDUCED PRICE AND WHERE INTERPRETORS ARE AVAILABLE, AND SOMETIMES WITH THOSE I THINK IT GOES OUT IN THE JUNK FILE. IT'S HARD.

>> MICHAEL RICHARDSON: HAVE ANY OF YOU DONE ANY SORT OF protocol WHERE — BECAUSE TWITTER AND FACEBOOK IS SO RIPE FOR FALSE INFORMATION, IT CAN SPREAD LIKE WILD FIRE. DO YOU HAVE PROTOCOLS WHERE YOU INSTRUCT THE PUBLIC "THIS IS THE TWITTER HASH TAG THAT YOU WANT TO BE FOLLOWING, OR RELY ON," SOMETHING TO THAT EFFECT? DO YOU DO THAT?

>> WE DEFINITELY DO THAT. WE HAVE FOUND THAT SOCIAL MEDIA IS SELF-CORRECTING. IF WRONG INFORMATION IS GOING OUT, THERE IS USUALLY FIVE PEOPLE smacking THAT DOWN BEFORE YOU DO IT YOURSELF. WE PUT UNDER OUR OWN IDENTITY THE ACCURATE INFORMATION AND PEOPLE RETWEET OR REPOST WHAT WE DID. OTHER PEOPLE WILL SMACK DOWN THE INFORMATION BEFORE WE DO IF IT'S INCORRECT. AS SOON AS WE ARE AWARE OF IT WE PUT OUT THE CORRECT INFORMATION AND IT SPREADS QUICKLY.

>> IF YOU HAVE DIGITAL THINGS THAT ARE AFFILIATED WITH YOUR

ORGANIZATION, AND THEN POLICE AND FIRE WILL HAVE THAT, THEIR DIGITAL VOLUNTEERS, RPIO, AND THEN THE CITY ALSO, THEY WILL post it OUT.

>> MICHAEL RICHARDSON: FOR THOSE WHO MAY BE NEW TO DISABILITY IN THIS ROOM, CAN ANYBODY TELL ME ABOUT TWITTER AND IT'S ACCESSIBILITY TO THOSE WITH impairments?

>> FOR ME, I DON'T USE TWITTER AT ALL, I USE TEXT MESSAGE ING. I HAVE AN IPHONE FOUR S, AND MY CELL PHONE IS ZERO REAND A SYSTEM CALLED VOICE OVER. IT MAKES MY CELL PHONE 100 PERCENT — EVEN LIKE, FOR EXAMPLE, WITH AMBER ALERTS, I GET an Amber ALERT, MY PHONE VIBRATES, RINGS, AND I DON'T EVEN HAVE TO PRESS ANY BUTTONS, THE MESSAGE WILL AUTOMATICALLY START TALKING, SO THAT WAY I'M INSTANTLY ALERTED. I DON'T HAVE TO TOUCH MY CELL PHONE WHATSOEVER AND I'LL GET THE ALERT, AND MAYBE SOMETHING TO THE EFFECT OF THE AMBER ALERT SYSTEM COULD BE PUT INTO PLACE WHERE IT'S LIKE A STATE-WIDE ALERT FOR DISASTERS.

>> ON THE COMMUNICATION ISSUE, IT'S GOING TO TAKE A BIT OF CREATIVITY FOR A PARTICULAR GROUP IN THE DISABILITY COMMUNITY, THE DEAF AND BLIND, IT'S GOING TO TAKE MORE CREATIVITY ON OUR PART FOR HOW TO REACH THEM, ESPECIALLY WHEN YOU TALK ABOUT ACCESSIBILITY.

>> MICHAEL RICHARDSON: SEATTLE HAS ONE OF THE BIGGEST, IF NOT THE BIGGEST DEAF/BLIND COMMUNITIES IN THE COUNTRY, JUST BECAUSE OF THE SERVICES WE ARE ABLE TO GIVE LIKE THE DEAF/BLIND

CENTER, SO THAT'S A GOOD POINT TO BRING UP. THAT COMMUNITY HAS IT'S OWN SPECIFIC INFORMATION NEED.

WE ARE COMING DOWN TO THE FIVE-MINUTE MARK. WE PROBABLY HAVE A COUPLE MORE QUESTIONS. WE DIDN'T COVER A LOT OF STUFF ABOUT SHELTER COMMUNICATION SO THAT WILL HAPPEN HOPEFULLY IN THE NEXT COUPLE COHORTS. YOU HAVE GIVEN US SOME GOOD INFORMATION AND TALKING POINTS. HOPEFULLY THERE IS food for thought ABOUT WHO YOU CAN REACH OUT TO TO GAIN ADDITIONAL MATERIALS. HOPEFULLY YOU WILL THROUGHOUT THE DAY SO YOU CAN TOUCH BASE AND COORDINATE, AND MORE IMPORTANTLY, PARTNER.

>> WE HAVEN'T DISCUSSED EMERGENCY NOTIFICAITON SYSTEMS, AND THAT'S A BIG — I COULDN'T HEAR YOU, SAY THAT AGAIN, PARKING LOT?

>> HOSE AND HOW OFTEN THOSE ARE PRACTICED AND USED.

>> MICHAEL RICHARDSON: WE WILL BRING IT UP WITHIN THE NEXT THREE GROUPS.

YES?

>> WOULD SOMEONE DEFINE "SMART 911"?

>> SMART 911 IS SOMETHING THAT KING COUNTY SET UP, EMERGENCY 911, AND IT ENCOURAGES THAT YOU DOWNLOAD A 911 APP, ANY SMART PHONE, IPHONE, Android, YOU SIGN UP FOR IT AND YOUR PROFILE INFORMATION IS LOCATED IN THAT REGISTRY, YOUR NAME, YOUR FAMILY, YOUR ETHNICITY, YOUR MEDICATION, YOUR BUSINESS, YOUR HOME, AND YOUR PHONE NUMBER, INCLUDING BACKUP PHONE NUMBERS LIKE

WORK AND HOME PHONE. SO THAT'S ALL INCLUDED IN THAT REGISTRATION. YOU HAVE TO UPDATE THIS PROFILE EVERY SIX MONTHS, AND THEY ENCOURAGE PEOPLE TO TEXT 911 USING THIS APP. IF YOU TEXT 911 TO A 911 CENTER THEY ARE NOT GOING TO TEXT YOU BACK. THEY WILL CALL BACK DURING AN EMERGENCY. SO IT'S NOT ACCESSIBLE, LIKE DEAF INDIVIDUALS, BECAUSE IF I TEXT THEM THEY CAN'T TEXT ME BACK, THEY ARE CALLING ME BACK. SO THEY NEED TO CALL ALL MY PHONE NUMBERS IN ORDER TO GET AHOLD OF ME. BUT IT'S STILL NEW. IT WAS JUST RELEASED LAST YEAR. IT'S STARTING TO BECOME MORE POPULAR. RIGHT NOW IT'S ONLY KING COUNTY. OTHER COUNTIES HAVEN'T USED IT YET. THEY ARE WATCHING KING COUNTY TO SEE WHAT HAPPENS.

>> MICHAEL RICHARDSON: IT'S DEPENDENT ON ELECTRICITY, RIGHT?

>> YES, IT'S ON YOUR CELL PHONE.

>> MICHAEL RICHARDSON: THANK YOU FOR GETTING US A JUMP-START ON THIS CONVERSATION ABOUT COMMUNICATION. A REMINDER, YOU WILL BE STAYING AND WE WILL BE VACATING TO A DIFFERENT ROOM. YOU PROBABLY HAVE A FEW MINUTES —

>> AND THERE IS A 15-MINUTE BREAK, I BELIEVE.

>> MICHAEL RICHARDSON: OKAY, THANK YOU, 15-MINUTE BREAK.

>> TEN MINUTES, TEN MINUTES.

(BREAK.)

** PREPARDNESS **

>> DAVE SHANNON: WE WILL GET STARTED IN A MINUTE. It's 11:30.

>> I THINK THEY WENT TO THE WARMING CENTER.

>> DEB COOK: YOU ARE OUT RESCUING PEOPLE, RIGHT?

>> DAVE SHANNON: IS ANYONE ELSE OUT THERE? OUR NOTETAKER, YES, CRITICAL.

>> IS EVERYBODY SET?

>> DAVE SHANNON: ARE WE WORKING OUT OKAY? GOT IT. AT LEAST YOU GUYS HAVE THE SUNNY SIDE OVER HERE. WE WILL GET STARTED UP HERE.

FOR THIS SESSION, PUT ON THE LENS OF PREPAREDNESS, YOUR PREPAREDNESS FOR THIS NEXT DISCUSSION. MY NAME IS DAVID SHANNON. I'M WITH THE AMERICAN RED CROSS. I WORK IN THE PREPAREDNESS FIELD. I HAVE OPPORTUNITY TO WORK WITH SO MANY DIFFERENT AGENCIES AND COMMUNITY GROUPS ALL THROUGHOUT THE REGION WHICH I'M SO GRATEFUL FOR. I LOVE THAT PART OF MY JOB. I'M EXCITED TO JOIN MY COLLEAGUE HERE, DEB COOK, FOR THIS NEXT SESSION ON PREPAREDNESS. DEB AND I WILL BE tag-teaming THE facilitation. WE ARE MOST INTERESTED IN FACILITATING THE CONVERSATION SO WE DON'T HAVE TO DO VERY MUCH TALKING. WE REALLY WANT TO HEAR. AS YOU HAVE LEARNED FROM THE LAST SESSION, THAT A HUGE PIECE OF THIS, BEING HERE TODAY, IS THE NETWORKING SIDE OF THIS, BUILDING SOME OF THESE RELATIONSHIPS, IDENTIFYING WHAT our roles are AND HOW THAT CAN

BE APPLIED IN THIS CASE THROUGH THE LENS OF PREPAREDNESS. WE ALL KNOW WHEN INCIDENTS HAPPEN, IN THIS CASE THE WINTER WEATHER STORM, WE NEED TO RELY ON THOSE RELATIONSHIPS, AND GET ON THE PHONE AND SAY HEY, HERE IS MY SITUATION, HERE IS HOW I COULD USE YOUR HELP. IT'S SO MUCH EASIER WHEN WE HAVE HAD THESE CONVERSATIONS EARLIER. REMEMBER THAT FREEZING ROOM? I SURVIVED THAT WITH YOU. YOU HAVE ESTABLISHED THAT CONNECTION POINT. THAT'S A KEY POINT, ONE OF THE GOALS OF THESE SESSIONS WE ARE GOING THROUGH. WITHOUT FURTHER ADO I WILL PASS THIS OVER TO DEB.

>> DEB COOK: I'M DEB COOK AND I'M WITH THE CENTER OF TECHNOLOGY AND DISABILITY STUDIES AT THE UNIVERSITY OF WASHINGTON. I MANAGE THE OLDER BLIND INDEPENDENT LIVING PROGRAM AND THE ASSISTIVE TECHNOLOGY PROGRAM. I WORK WITH A REALLY WIDE VARIETY IN OUR PROGRAMS AND THEY ARE STATE-WIDE AND NOT NECESSARILY CONNECTED TO ANY KIND OF OTHER SERVICES. THEY MAY JUST BE DROPPING TO SERVE WITH US FOR SOMETHING VERY SPECIFIC. WE DON'T HAVE LONG RELATIONSHIPS SO WE FIND THIS TO BE A REALLY, REALLY CHALLENGING TOPIC, AND I KNOW MANY OF YOU DO AS WELL. AS WE ARE TALKING ABOUT PREPAREDNESS TODAY I WANT TO GIVE YOU GUIDANCE. I KNOW THIS CUTS ACROSS ALL OF THE AREAS, AS YOU ARE TALKING ABOUT TRANSPORTATION, TALKING ABOUT sheltering, TALKING ABOUT COMMUNICATION, THOSE ARE ALL ISSUES WHERE YOU HAVE TO GET PREPARED.

IN GENERAL THINKING IN SORT OF THE broadest CONTEXT OF PREPAREDNESS, WE ARE THINKING ABOUT THINGS LIKE HOW CAN WE HELP INDIVIDUALS BE MORE PREPARED? ONE OF THE THINGS THAT WE HAVE BEEN ASKING IS TO THINK ABOUT WHAT YOU SEE ARE GAPS IN PEOPLE'S INDIVIDUAL PREPAREDNESS THAT MIGHT MAKE A DIFFERENCE IF WE COULD FIGURE OUT WAYS TO HELP PEOPLE BE MORE READY THEMSELVES, AND THEN THE OTHER PIECE OF THAT IS HOW CAN WE, AS AGENCIES AND ORGANIZATIONS THAT HAVE DIFFERENT ROLES, BE BETTER CONNECTED AND BETTER PREPARED TO WORK ACROSS THOSE BOUNDARIES AND EVEN ACROSS THOSE JURISDICTIONS.

AND SO I THOUGHT WE COULD HAVE SOME DISCUSSION AROUND THAT. ONE OF THE FIRST THINGS THAT WE HAVE BEEN TALKING ABOUT IS SORT OF WHAT WE THINK WE HAVE THAT DOES WORK THAT WE CONTRIBUTE TO THE WHOLE PREPAREDNESS SCENE AND WHAT WE THINK ARE SOME OF THE GAPS THAT WE ARE REALLY LOOKING FOR SOME RESOURCE ASSISTANCE.

>> SORRY, I WILL BE TALKING A LOT THIS AFTERNOON.

>> DEB COOK: IN OUR SESSION YOU GET TO START AT ZERO. NO TALKING POINTS YET.

>> I KNOW FOR OUR AGENCY THERE ARE A LOT OF SMALLER SYSTEMS IN PLACE THAT WORK. LIKE I WAS SAYING EARLIER, CONNECTING TO THE LOCAL POLICE DEPARTMENTS AND FIRE DEPARTMENTS IN INSURING THAT THERE IS A RELATIONSHIP BUILT WITH OUR PROGRAM PARTICIPANTS AND THOSE RESPONDERS.

ALSO INSURING THAT WE HAVE AN ACTIVE AND ACCURATE PHONE TREE AND EMERGENCY RESPONSE PROTOCOL IN PLACE. BUT AGAIN, AS I WAS SAYING EARLIER, THERE ARE BREAKS IN THAT SYSTEM TO WHERE IT'S BASED ON — WHERE THE DEFICITS ARE WITH OUR PROGRAM PARTICIPANTS. SO OUR SUPPORTIVE INDEPENDENT LIVING PROGRAM, ADULTS WITH LIVING DISABILITIES, WE HAVE PARTICIPANTS THAT DON'T READ, DON'T RECOGNIZE LETTERS OR NUMBERS, AND IN HIGH ANXIETY SCENES THEY ARE UNABLE TO ACCESS THOSE faculties. SO THAT'S A BIG ISSUE ON HOW WE WILL BE BEST ABLE TO NOT ONLY IDENTIFY, BUT WORK AROUND THOSE DEFICITS TO INSURE A SUCCESSFUL AND SAFE EVACUATION OR LIVING SITUATION IN THE EVENT OF A MAJOR POWER outage OR THE ICE STORM A COUPLE YEARS AGO, AND EVEN GOING OUT INTO THE COMMUNITY TO EVEN ACCESS SERVICES WAS IMPOSSIBLE. SO THAT'S A BIG ISSUE.

>> DEB COOK: YOU mentioned PHONE TREES. ONE OF THE THINGS I WONDERED ABOUT WITH THAT CONVERSATION IS THERE ARE MORE AND MORE PEOPLE WHO DON'T HAVE STANDARD LAND LINES, HAVE CELL PHONES ONLY, OR WHO ARE USING A V-I-O-P FOR THEIR SYSTEM LIKE WE DO AT MY HOUSE, UNFORTUNATELY. THOSE SYSTEMS TEND TO GO DOWN MORE QUICKLY THAN A PHONE SYSTEM DOES. OR PEOPLE WHO DON'T HAVE WIRED TELEPHONES NOW, THAT HAVE TELEPHONES THAT REQUIRE ELECTRICITY, SO HOW WE COMMUNICATE WITH PEOPLE.

>> I KNOW WITHIN OUR AGENCY — AND I HAVE TO LOOK UP TO SEE IF IT'S SPECIFIC TO A PARTICULAR WAC — BUT ALL OF OUR PARTICIPANTS

WHO LIVE INDEPENDENTLY HAVE TO HAVE A LAND LINE.

>> DEB COOK: OKAY, GOOD.

>> IT BECOMES A MOOT POINT WHEN THERE IS A POWER outage.

>> AS LONG AS YOU HAVE SOMETHING OTHER THAN an answering MACHINE THAT REQUIRES POWER, IF YOU HAVE JUST A BASIC OLD PHONE THAT'S — — LIKE I HAD ONE IN MY BEDROOM THAT HAS THE RINGER OFF. ALL IT DOES IS PLUG INTO THE PHONE LINE. NO ELECTRICITY AND IT WILL STILL WORK.

>> FOR MY OWN HOME I BOUGHT A PHONE THAT SPECIFICALLY IS an answering MACHINE, BUT IT'S BEST IF I DIDN'T WORK WITH POWER, THE ANSWERING MACHINE PART, BUT THE PHONE CALLS AND I HAVE CORDLESS HANDSETS THAT DON'T WORK DURING A POWER OUTAGE. IT GIVES ME ONE PHONE IN MY HOUSE EVEN IF THE POWER IS OUT.

>> YOU STILL NEED — DO YOU HAVE A PHONE THAT HAS A CORD?

>> IT IS A corded PHONE. YOU CAN GET A HIGH TECH PHONE WITH CORDLESS HANDSETS THAT IS ABLE TO OPERATE WITHOUT POWER, YOU JUST LOSE SOME OF ITS CAPABILITIES.

>> AS LONG YOU HAVE A HANDSET.

>> THE BASE UNIT DOES NOT REQUIRE POWER. I USE THE CORDLESS PHONE CAPABILITY BUT I STILL HAVE MY BASE SET. YOU HAVE TO READ ON THE BOX —

>> DEB COOK: THOUSANDS OF PEOPLE, I MEAN THOUSANDS OF PEOPLE DO NOT HAVE THAT, AND I KNOW THAT THEY SHOULD, COULD, WHATEVER, BUT FOR A VARIETY OF REASONS, MANY OF WHICH ARE ECONOMIC, PEOPLE

DON'T HAVE THAT, WHETHER THEY HAVE THEIR PHONE AS PART OF THE CABLE PACKAGE, OR I THINK A MORE COMMON THING IS THEY HAVE CELL PHONE ACCESS ONLY. I KNOW SO MANY PEOPLE HAVE GIVEN UP THEIR TOTAL LAND LINE SYSTEM. SO THINKING ABOUT THAT AS ONE OF OUR CHALLENGES IN REACHING PEOPLE.

>> I HAVE HAD SUCCESSES WITH INDEPENDENT LIVING, THE FIRST RESPONDERS, THAT SEEMS FROM MY PERSPECTIVE TO BE THE GREATEST ASSET IN EMERGENCY PLANNING. FOR EXAMPLE, A COUPLE MONTHS AGO, I THINK TWO MONTHS AGO, THERE WAS A FIRE IN AN APARTMENT COMPLEX IN SEATTLE. ONE OF MY PROGRAM PARTICIPANTS LIVED ON THE 12TH FLOOR. HIGH ANXIETY ISSUES, INTELLECTUAL DISABILITY, BUT WAS ABLE TO CALL THE EMERGENCY CELL PHONE AND I WAS ABLE TO STAY ON THE PHONE WITH HIM AND COORDINATE HIS EVACUATION THROUGH THE FIRST RESPONDERS ON MY OTHER LINE. THAT WAS REALLY PIVOTAL BECAUSE THEY KNEW WHO HE WAS, WHAT APARTMENT HE WAS IN. THEY ALSO NEEDED TO KNOW HE WAS IN THERE AND NEEDED ASSISTANCE. SO WE WERE ABLE TO GET HIM OUT SAFELY WITHOUT TOO MUCH TRAUMA.

SO YEAH, THAT'S JUST SO KEY IN INSURING THAT THOSE COMMUNITY SUPPORTS ARE WELL AWARE AND INVESTED IN THE SAFETY AND SECURITY OF THOSE INDIVIDUALS.

>> DEB COOK: HOW DO PEOPLE ESTABLISH THOSE RELATIONSHIPS IF THEY ARE NOT CONNECTED TO A SUPPORTED SYSTEM OR SUPPORTIVE SYSTEM, WHERE SOMEONE — MAYBE SOME OF THE EMERGENCY RESPONDERS COULD TELL US ABOUT HOW WOULD IT MAKE SENSE FOR PEOPLE TO BE

CONNECTED WHO ARE A LITTLE MORE DISCONNECTED?

>> I WILL SPEAK FOR THE CITY OF RENTON. I ACTUALLY HAVE CONCERNS THAT WE CAN'T EVEN GET — OUR FIRE DEPARTMENT DOES NOT HAVE ENOUGH PERSONNEL TO VISIT ALL THE SCHOOLS THAT WANT TO HAVE VISITS. SO ASKING THEM TO INDIVIDUALLY CONNECT WITH A BUNCH OF INDIVIDUALS IS VERY CHALLENGING, AND I DON'T FORESEE IT HAPPENING.

>> DEB COOK: I THINK THAT'S TOTALLY RIGHT. SO WHAT SHOULD WE BE DOING — HOW SHOULD WE BE FIXING THAT? OR CONNECTING THAT? THERE ARE DEFINITELY PEOPLE, SIGNIFICANT NUMBERS OF PEOPLE, WHO DO RECEIVE SOME KIND OF TRACKING OR CASE MANAGEMENT OR ASSISTANCE, BUT THERE ARE LARGE NUMBERS OF PEOPLE, PARTICULARLY elderly PEOPLE, WHO DO NOT.

>> I WAS GOING TO SAY IN REFERENCE TO YOUR COMMENT ABOUT SCHOOLS, I HAVE HAD THE EXPERIENCE OF THE OPPOSITE WHERE SCHOOLS ARE PRETTY protective OF THEIR KIDS AND THEY DON'T LIKE POLICE OR FIRE COMING IN AND DOING PRESENTATIONS ON SAFETY OR ANYTHING ELSE. THAT'S ONLY IN THE SEATAC AREA, I'M NOT SURE ABOUT SEATTLE.

WE HAVE A COUPLE elementaries IN THE TYEE SYSTEM, THREE HIGH SCHOOLS, WE HAVE ATTEMPTED TO OFFER SERVICES — I'M NOT SAYING THAT THEY ARE RELUCTANT, IT HAS TO DO WITH A LOT OF CURRICULUM NEEDS, AND SORRY, WE DON'T HAVE TIME FOR YOU, SO THAT'S JUST A REFERENCE ON THAT. AND THAT'S JUST SEATAC.

MY BARRIER OR MY CONCERN ABOUT BARRIERS IS IN THE CITY OF SEATAC IT'S HUGE DIVERSE. WE HAVE A HUGE POPULATION, THE THIRD HIGHEST POPULATION OF Somalis, AND A LOT OF Burmese, AND I DON'T KNOW HOW TO GO IN AND COMMUNICATE WITH THEM. "OH, YOU AGAIN, WE NEED TO GET TOGETHER" — SO THAT'S MY BARRIER.

>> I HAVE A SOLUTION TO THAT BARRIER. SO AT THE ARC OF KING COUNTY, WE ALSO HAVE AN outreach AND ADVOCACY AND WE EMPLOY PEOPLE OF DIFFERENT nationalities TO CONNECT WITH THEIR COMMUNITIES AND HELP THEM ACCESS. WE HAVE A PERSON HERE TODAY, WHO IS OF Somali DESCENT, AND SHE IS WORKING HARD IN THE COMMUNITY OF SEATAC, SO JUST TO BUILD THAT TRUST, DEVELOP THE TRUST. IT'S CULTURAL TO NOT ASK FOR HELP.

>> THERE ARE A LOT OF TRUST ISSUES ON THIS.

>> WE ARE WORKING HARD TO HOOK UP AND CONNECT TO THOSE RESOURCES.

>> WE HAVE REWA (ACRONYM) AND OTHERS, BUT THEY ARE SO OVERWHELMED.

>> DAVE SHANNON: RED CROSS HAS A PREPAREDNESS PROGRAM. IT'S NO COST. WE COME OUT AND WE CAN — ESSENTIALLY WE TRY TO GET FACE TIME WITH GROUPS AND WE HAVE A LANGUAGE BANK THAT WE CAN RELY ON. IF ONE OF OUR PREPAREDNESS GROUPS DOES NOT SPEAK WITH Somali, IF NOT WE HAVE THE LANGUAGE BANK WE CAN TAP INTO TO PROVIDE THAT LANGUAGE SUPPORT AS WELL AS TRANSLATOR MATERIALS, SO THERE IS A WAY.

WE ALSO DO TRAINING FOR PUBLIC EDUCATORS. THEY DON'T HAVE TO BECOME A RED CROSS VOLUNTEER AND GO THROUGH THAT PROCESS, THEY CAN SIMPLY COME AND TAKE TRAINING, TWO EVENINGS, GET THE SKILLS, SOME OF THE INFORMATION TO PROVIDE THAT TRAINING.

>> SO THE RED CROSS, THEY HAVE INTERPRETORS BUT THEY JUST HAVE PEOPLE OF THAT CULTURE?

>> DAVE SHANNON: WE DO A LOT OF RECRUITING THROUGH language BANK.

>> IS THERE A COST TO THAT?

>> DAVE SHANNON: THERE IS NO COST, NO. I HAVE TO SAY THAT THE Burmese IS A PARTICULARLY CHALLENGING BECAUSE THERE ARE SIX dialects, SO I TOTALLY GET THAT, AND I DON'T HAVE AN ANSWER TO THAT ONE.

WE DO HAVE THE PROGRAM, OR IF YOU HAVE A COMMUNITY ADVOCATE, I WOULD BE HAPPY TO CONNECT YOU. IT'S GREAT IF THEY BECOME A VOLUNTEER, BUT THEY DON'T HAVE TO.

>> SEATAC ALSO HAS A MAJORITY OF OUR POPULATION IS IN APARTMENTS, SO IT WOULD BE REALLY GREAT TO LEARN ABOUT PREPARING CITIZENS THAT LIVE IN HUGE APARTMENT COMPLEXES. WE ARE HOPING TO CREATE HUBS WITHIN SEATAC, MAYBE HAVE ONE IN A MAJOR APARTMENT COMPLEX, BUT I DON'T EVEN KNOW WHAT THAT WOULD LOOK LIKE.

>> WE TALKED ABOUT "MAP YOUR NEIGHBORHOOD" IN THE LAST SESSION. I WAS GOING TO MENTION WE HAVE HAD VERY POOR SUCCESS IN SINGLE

FAMILY RESIDENTIAL HOMES AND WE WANTED TO FIGURE OUT WHY THAT IS, PEOPLE DON'T WANT TO KNOCK ON DOORS, THEY DON'T KNOW THEIR NEIGHBORS, BUT WHAT I THOUGHT OFTEN IS WE DON'T HAVE AS MANY LARGE APARTMENT COMPLEXES AS YOU DO. IT WOULD BE WELL-SUITED THAT AN APARTMENT MANAGER COULD TAKE THAT TRAINING AND PROVIDE IT TO THE APARTMENT COMMUNITY, IT WOULD BE EFFECTIVE. IT'S NOT EFFECTIVE IN SINGLE-FAMILY NEIGHBORHOOD.

>> DEB COOK: IT'S NOT EFFECTIVE WITH PEOPLE WITH DISABILITIES EITHER. BECAUSE I WILL TELL YOU THAT I'M NOT OPENING THE DOOR TO PEOPLE I DON'T KNOW, AS A PERSON WITH DISABILITIES, AND I'M NOT DOING IT. I DON'T THINK ANYBODY DOES.

ONE OF THE THINGS I WAS THINKING ABOUT WITH THE DISCUSSION REGARDING SEATAC IS WHERE YOU HAVE A LOT OF APARTMENT DWELLERS AND A LOT OF TURNOVER, BECAUSE IN APARTMENTS YOU HAVE MORE TURNOVER THAN YOU DO IN HOMES, HOW DO YOU GET PEOPLE CONNECTED?

IN OUR CULTURE WE ARE NOT VERY CONNECTED WITH OUR NEIGHBORHOOD. HAVE WE THOUGHT ABOUT, OR DO WE HAVE — AND DAVID ADDRESSED THIS A LITTLE BIT — BUT DO WE HAVE curricula THAT WILL FEED OUT TO PEOPLE TO HELP ESTABLISH COMMUNITY FOR THEMSELVES? WHETHER IT'S THEIR APARTMENT OR THROUGH THEIR PLACE OF WORK, OR WHETHER IT'S THROUGH THEIR PLACE OF RECREATION, SO WHATEVER CONNECTION THEY HAVE TO STIMULATE THE RESPONSE ABOUT WONDERING HOW SOMEONE IS AND WONDERING IF SOMEONE MISSED THEM, WHERE-ARE-THEY KIND OF THING. BECAUSE I THINK REALLY A

LOT PEOPLE WHO ARE ALONE ARE PRETTY ISOLATED FROM THEIR NEIGHBORS UNLESS THEIR APARTMENT COMPLEX IS CONDUCIVE TO THAT, LIKE A DISABILITY APARTMENT COMPLEX OR SENIOR APARTMENT COMPLEX, THAT KIND OF THING.

WHAT ARE PEOPLE THINKING ABOUT THOSE KINDS OF THINGS?

>> I WANT TO SAY WHEN WE TALK ABOUT PREPAREDNESS — I COME FROM AN EMERGENCY MANAGEMENT BACKGROUND. PREPAREDNESS WAS SURROUNDING BUILDING A KIT. THEN WE TALKED ABOUT PLANNING AFTERWARDS. I DO A LOT OF PREPAREDNESS PRESENTATIONS. I HAVE FLIPPED THAT. I TRY TO STEER AWAY FROM SPENDING A LOT OF TIME TALKING ABOUT KITS. PARTICULARLY TALKING ABOUT THIS POPULATION WHERE THESE PEOPLE DON'T ENJOY A LOT OF ACCESS TO FINANCIAL MEANS. I TALK ABOUT THINGS THEY CAN DO FOR FREE, AND THEN I TALK ABOUT A KIT BECAUSE IT'S IMPORTANT TO DISCUSS IT. THE MAJORITY I SPEND IS PLANNING FOR THEMSELVES AND COMMUNITY resiliency, WHICH IS BY GETTING TO KNOW PEOPLE IN YOUR COMMUNITY, JOINING GROUPS AND ORGANIZATIONS THAT SHARE SIMILAR INTERESTS, IT DOESN'T HAVE TO BE EMERGENCY STUFF, AND WE GO OUT AND SAY WE ARE GOING TO DO DISASTER PREPAREDNESS, AND WE ARE ALL GEEKS, BUT IT'S MORE IMPORTANT TO START REACHING DIFFERENT GROUPS OF PEOPLE IN THEIR COMFORT AREA, SO AN RV GROUP OR SOME GROUP THAT PROVIDES A UNIQUE NITCH FOR PEOPLE TO JOIN IN AND GET TO THEM THROUGH THAT WAY, AND THEN BUILDING THE COMMUNITY resiliency. SO YOU ARE LOOK FOR ADVOCATES, YOUR PERSONAL

SUPPORT GROUP, AND THAT'S WHERE YOU CAN FIND PEOPLE IS FOR — PEOPLE WITH DISABILITIES, PEOPLE ARE TURNED OFF BY DISASTER DISCUSSIONS. YOU NEED 72 HOURS, AND WE REALLY DON'T KNOW IF 72 HOURS IS CORRECT, AND THAT'S OKAY. IF WE GET TO THE HOW MUCH TIME THEY WILL BE SOLO, PEOPLE GET REALLY TURNED OFF BECAUSE WE ARE TALKING ABOUT WEEKS AT A TIME. WE NEED TO TALK ABOUT resiliency, GROWING partnerships IN THEIR OWN COMMUNITIES. I SAID I WOULDN'T GET PREACHY BUT —

>> DEB COOK: I LIKE THAT A LOT. WE ARE NOT TALKING ABOUT A TRAUMA, BUT JUST IMPROVING YOUR WELL-BEING IN GENERAL. I LIKE THAT.

>> I WANTED TO ADD ON TO THAT TOO. WHENEVER WE HAVE ALWAYS THOUGHT ABOUT TRYING TO GET PEOPLE WITH "MAP YOUR NEIGHBORHOOD" AND CERT IT'S SURROUNDED AROUND THE GEOGRAPHICAL NEIGHBORHOOD, AND WHAT YOU ARE SAYING IS PEOPLE AREN'T NECESSARILY CO-LOCATED GEOGRAPHICALLY. HOW CAN WE ADAPT FOR PEOPLE WHO DO NOT LIVE IN THE SAME — I DO Argentine tango WHEN I'M NOT RECOVERING FROM FOOT SURGERY. I KNOW I CAN GO ANYWHERE IN THE WORLD AND FIND SOMEBODY IF I NEEDED A PLACE TO STAY, I KNOW I CAN GET A PLACE TO STAY. SO REMOTELY THERE IS THAT CONNECTION. YOU PROBABLY CAN THINK OF WHAT RESOURCE PEOPLE OFFER UP.

IT'S CHALLENGING BECAUSE IT'S NOT HOW WE HAVE ALWAYS THOUGHT ABOUT IT, WHICH IS GEOGRAPHICALLY-ORIENTED.

>> DAVE SHANNON: IT'S ALSO IMPORTANT TO TRY TO CONNECT WITH OUR NEIGHBORS, AND HOW DO WE DO THAT? IF YOU LIVE IN AN APARTMENT BUILDING IT'S AWKWARD TO KNOCK ON SOMEONE'S DOOR. YOU DON'T SEE THEM COMING AND GOING, SO IT'S A DIFFERENT TYPE OF BARRIER. IT IS STILL, I THINK, SO ESSENTIAL THAT WE START TO DEVELOP AND REALLY ENCOURAGE PEOPLE TO DEVELOP THAT NETWORK, EVEN IF IT'S ONE PERSON IN THE BUILDING OR STARTING IN THE NEIGHBORHOOD, BECAUSE REALLY WHEN WE HAVE TO BECOME THE FIRST RESPONDERS WHO WILL KNOCK ON THE DOOR, ARE YOU OKAY? CHECK IN WITH THE SENIOR ELDER IN THE NEIGHBORHOOD? CAN I MAKE A RUN TO THE STORE FOR YOU? DOING THINGS LIKE THAT AND MAKING THOSE CONNECTIONS IN THE NEIGHBORHOOD IS SO CRITICAL, AS WELL WHERE THE POINT OF INTERESTS ARE. SOMETIMES WE ARE AT HOME AND IN THE MIDDLE OF THE NIGHT WHEN SOMETHING GOES DOWN, SO HAVING THAT ABILITY TO GO KNOCK ON SOMEONE'S DOOR CAN ALSO BE REALLY CRUCIAL.

>> WOULDN'T THAT MAKE SENSE IF WE REACHED OUT AND TRIED TO DO MORE THINGS WITH SENIOR CENTERS? I SEE DIFFERENT INDIVIDUALS WITH DISABILITIES CAN'T TRAVEL VERY FAR SO I GO TO THE COMMUNITY LIKE — I'M JUST GETTING OVER KNEE SURGERY — I USED TO GO TO CARNATION AND PEOPLE THERE WOULD COME TO ME BECAUSE IT'S HARD TO GET TO BELLEVUE. I GO TO KENMORE AND THAT DOESN'T SOUND VERY FAR AWAY, BUT BELLEVUE FOR THEM COULD BE A MILLION MILES AWAY. TO DO THINGS WITH PREPAREDNESS AND — YOU KNOW HOW SENIORS PASS

THINGS LIKE WITH EVERYBODY ELSE THEY KNOW — AND THEY REALLY LIKE TO BE PART OF THE COMMUNITY AND PASS ON THINGS. THAT'S NOT A PLACE THAT WE HAVE REALLY DONE MUCH WITH.

>> I WAS GOING TO SAY, I THINK AS SOME OF US HERE ARE FROM DIFFERENT COMMUNITY-BASED AGENCIES WHO TALK WITH PEOPLE ONE-ON-ONE, IT'S IMPORTANT FOR THEM TO ENCOURAGE THEM TO ASK QUESTIONS. I DID NOT KNOW ABOUT CODE RED UNTIL ABOUT A MONTH AGO SO NOW I'M CONNECTED WITH THAT.

I LIVE IN SEATAC. ENCOURAGE PEOPLE TO ADVOCATE FOR THEMSELVES. ASK QUESTIONS. IF THEY ARE IN A GROUP OR TALKING WITH US, 211 ON THE PHONE, ASK QUESTIONS OF YOUR LOCAL GOVERNMENT, YOUR FIRST RESPONDERS. IF YOU SEE AN EMT OR OTHER FIRST RESPONDER SEE IF YOU COULD TAKE A COUPLE MINUTES OF THEIR TIME AND ENCOURAGE PEOPLE TO REACH OUT AND START TO BUILD CONNECTIONS. NOBODY WANTS TO FEEL ISOLATED IF AN INCIDENT OCCURS. IF WE START PREPARING PEOPLE NOW FOR GETTING USED TO TRYING TO TALK TO PEOPLE AND ASK QUESTIONS, IT WILL HELP EVERYBODY IN THE LONG RUN.

>> I WAS THINKING HOW CAN WE REBUILD COMMUNITY WHEN MOST OF US ARE NOT COMFORTABLE KNOCKING ON DOORS, BUT WE HAVE OTHER GROUPS THAT WE INTERACT WITH.

FROM WSU IN THE THREE-COUNTY REGION WE PROBABLY HAVE OVER A THOUSAND GROUPS, THINKING ABOUT PRECINCT CAUCUS OFFICERS AND OUR POLITICAL PARTIES, THOSE ARE PEOPLE WHO ARE TRAINED AND plugged

INTO CERTAIN PIECES OF THE COMMUNITY. IS THERE THE OPPORTUNITY OF TRYING TO TAP INTO THOSE TO HELP SPREAD THE WORD AND TRY TO CREATE SOME OF THE SYNERGY WITHIN A GEOGRAPHIC COMMUNITY?

OKAY, IF WE CAN GET THE REAL Rebuplicants, THE gardeners, THE Democrats, WE CAN START WITH OKAY, NOW WE CAN INTRODUCE resiliency PLANNING BECAUSE WE HAVE SOME NATURAL LEADERS THAT ARE OTHER-SUBJECT BASED AND PROVIDE THAT TRAINING SUPPORT THROUGH THEM SO WE ARE NOT TRYING TO BUILD — HERE COME THE DISASTER PEOPLE AND NOBODY WANTED TO TALK TO OR ANSWER THE DOOR, BUT THEY MAY BE IF IT'S THEIR MASTER GARDENER OR PRECINCT CAUCUS PERSON.

>> I PRESENTED AT a resiliency fair A COUPLE WEEKS AGO AND THE resiliency fair HAD A FAIR AMOUNT OF THINGS DIRECTLY RELATED TO DISASTER PREPAREDNESS, BUT THE BULK WAS MAKING SOAP, RAISING URBAN CHICKENS, RAISING bees, A LOT OF THINGS THAT CROSSED THE SOCIAL SECTORS.

THE KEYNOTE SPOKE ABOUT HAZARDS — THAT'S ANOTHER THING THAT WE DON'T DO A VERY GOOD JOB OF, IS LETTING PEOPLE KNOW ABOUT THE HAZARDS THAT EXIST. WE TALK ABOUT THINGS AMONGST OURSELVES, BUT TRYING TO EXPLAIN IT TO PEOPLE WHO AREN'T THAT INTERESTED IS A DIFFICULT TASK.

I'M GETTING OFF SUBJECT.

HAVING THESE EVENTS WHERE A LOT OF THINGS INTERSECT, I FIND THAT IS FAIRLY SUCCESSFUL, ESPECIALLY THE GARDENING

PEOPLE, LETTING THEM KNOW THEY HAVE A BIG PIECE, AN URBAN GARDEN. WE TALK ABOUT STORING FOOD AND STUFF LIKE THIS, THIS IS GREAT WAY TO TALK TO PEOPLE.

>> DEB COOK: THERE IS A LOT OF VALUE IN TRYING TO GET PEOPLE CONNECTED TO THE COMMUNITY, PERIOD, AND IF WE CAN ENCOURAGE PEOPLE TO GET CONNECTED CLOSER TO HOME, THAT'S GOOD. IN OUR DAY AND AGE, ACROSS THE WORLD, DEPENDING ON YOUR HOBBY OR WHATEVER YOU ARE DOING, THAT'S GREAT. I THINK THAT'S CHALLENGING.

I THINK FOR A LOT OF PEOPLE WITH DISABILITIES, CERTAIN TYPES OF DISABILITIES, THERE IS SOME ISOLATION FROM THAT COMMUNITY AND THERE ARE MANY PEOPLE WITH DISABILITIES, PARTICULARLY PEOPLE WITH LONG-TERM DISABILITIES, WHOSE PRIMARY ASSOCIATIONS ARE OTHER PEOPLE WITH THAT DISABILITY. SO YOU SEE THOSE NETWORKS DEVELOPED IN THAT COMMUNITY, BUT NOT NECESSARILY THE BEST NETWORKS TO HELP EACH OTHER WHEN THE CRISIS COMES BECAUSE THEY MAY NOT HAVE THE SAME PROBLEM.

IT'S ONE OF THOSE LONG-RANGE THINGS TO THINK ABOUT AS WE ARE coaching PEOPLE FROM THE COMMUNITY-BASED ORGANIZATION PERSPECTIVE, HOW DO WE GET BEYOND THE DISABILITY COMMUNITY? A LOT OF PEOPLE WITH DISABILITIES MAY NOT FEEL WELCOME IN THE gardening GROUP BECAUSE THEY ARE NOT ACCOMMODATED THERE. SO WHATEVER MY DISABILITY IS — THAT gardening GROUP — SO THEN THE PROBLEM IS NOT SOLVED. SO THAT'S JUST AN INTERSTING THOUGHT.

WE HAVE ABOUT TEN MORE MINUTES AT MOST SO WE NEED TO BE THINKING — THEY GAVE US THIS SNOW SCENARIO AND WE TRIED TO MAKE THE ROOMS AS COLD AS WE COULD TO SIMULATE IT SO PEOPLE WOULDN'T GET CONFUSED WITH GLOBAL WARMING. SO IN TERMS OF SPECIFICALLY THE KINDS OF THINGS THAT THEY TALKED ABOUT HERE WHERE POWER IS OUT, TRANSPORTATION IS INCREDIBLY LIMITED, ET CETERA, WHAT KINDS OF THINGS SHOULD WE DO OR SHOULD WE THINK ABOUT IN OUR COACHING TO HELP PEOPLE BE MORE PREPARED AROUND THOSE SPECIFIC ISSUES?

>> I KNOW ONE OF THE REASONS WHY WE TRY TO DO SO MUCH GEOGRAPHICALLY, LIKE "MAP YOUR NEIGHBORHOOD," IS BECAUSE WE DON'T KNOW WHEN A DISASTER MIGHT OCCUR, BUT THIS SCENARIO HAS US BEING GIVEN THREE DAYS TO PRETTY MUCH SHELTER IN PLACE, BECAUSE YOU DON'T HAVE TRANSPORTATION, IT LOOKS LIKE, AND YOU DON'T HAVE POWER, BUT IT SORT OF GIVES YOU A LITTLE MORE OF THAT PREP TIME FOR THE NEXT STORM COMING IN.

I'M NOT REALLY SURE WHAT MY POINT WAS, BUT I GUESS JUST DEFINING IT, YOU KNOW, AND THAT'S WHY — I MEAN WE TALK ABOUT LONG-TERM WITH BUSINESS CONTINUITY, BUT FROM A PREPAREDNESS PERSPECTIVE, WE WANT BUSINESSES TO BE ABLE TO SUPPORT THEIR COMMUNITY AS WELL, YOU KNOW, IN A DISASTER DURING BUSINESS OPEN HOURS.

I GUESS THE HOPE IS THAT DURING THAT PREP TIME, THAT VULNERABLE POPULATIONS MIGHT BE REACHED AND POSSIBLY RELOCATED TO A SHELTER OR A PLACE WHERE THERE ARE MORE RESOURCES AVAILABLE

THAT THEY MIGHT NOT HAVE WHEREVER THEY GOT STUCK AGAIN. A LOT OF US ARE AT HOME ALONE. I LIKE THE PREPAREDNESS IN advance, BUT CERTAINLY THERE WAS A REAL HOLE IN THE COMMUNICATION AS WELL AS FAR AS REACHING VULNERABLE POPULATIONs.

>> DAVE SHANNON: JEFF, DO YOU HAVE A COMMENT?

>> YES. LIKE I SAID, I HAVE BEEN DOING A LOT OF DISASTER PREPAREDNESS. I LIVE 100 PERCENT BY MYSELF. ONE OF THE THINGS I'VE BEEN LOOKING ON IS CALLED THE ART OF SELF-RELIANCE. I DON'T KNOW IF YOU HEARD ABOUT CODY LATEEN (PHONETIC), HE HAS THE TV SHOW "SOLE SURVIVOR." THEY TALK ABOUT THINGS LIKE EVERY DAY ITEMS AROUND YOUR HOME THAT YOU CAN USE IN AN EMERGENCY DISASTER. LIKE ONE OF THE THINGS IS YOU CAN USE A CERTAIN AMOUNT OF BLEACH TO sterilize WATER. ONE THING THAT I DIDN'T KNOW ABOUT THAT I JUST LEARNED RECENTLY, YOU CAN USE COPPER TO HELP sterilize WATER AS WELL. IF YOU PUT A PENNY IN THE BOTTOM OF WATER IT WILL HELP DESTROY SOME OF THE DIFFERENT BACTERIA. A LOT OF PEOPLE MAY NOT HAVE THE MONEY TO GO OUT AND BUY STATE-OF-THE-ART THINGS, BUT YOU CAN LET THEM KNOW THAT SOMETHING AROUND YOUR HOME CAN ALSO BE USED FOR EMERGENCY FOR SOMETHING OTHER THAN WHAT IT'S INITIALLY MADE FOR.

>> DAVE SHANNON: THAT'S SUCH A GOOD REMINDER. THERE ARE SO MANY THINGS THAT WE OFTEN HAVE AROUND OUR HOMES THAT ESSENTIALLY COULD BE BROUGHT TOGETHER FOR A PREPAREDNESS KIT. SO WHEN WE ARE TALKING ABOUT PEOPLE WITH ECONOMIC BARRIERS AND GETTING

PREPARED, A BIG PART OF OUR MESSAGING IS WHAT YOU HAVE AROUND YOUR HOME YOU CAN BRING TOGETHER AND BE PREPARED.

>> I HAVE A QUICK QUESTION. I DON'T KNOW IF IT'S AVAILABLE OR NOT, BUT I THINK THIS IS A GREAT OPPORTUNITY FOR SUGGESTIONS OR TO CREATE A CERT PROGRAM TOWARDS PEOPLE LIVING WITH DISABILITIES BECAUSE I KNOW WE DON'T HAVE ONE AT SEATAC. I WOULD LOVE TO TALK TO SOMEBODY IF THEY KNOW OF A PROGRAM OR SUGGESTIONS BECAUSE WE HAVE CERT IN THE CITY OF SEATAC, AND I KNOW IT'S NOT SPECIFICALLY FOR PEOPLE LIVING WITH DISABILITIES. THEY CAN ATTEND SOME OF THE CLASSES BUT WE DO THE TRIAGE AND GET UP AND BANDAGE PEOPLE AND SUCH.

>> FEMA DOES PROVIDE MATERIALS FOR CERT TO BE IN ALTERNATE LANGUAGES SO THEY HAVE SPANISH TRANSLATION FOR THE CERT MANUAL, THEY HAVE A MANUAL IN BRAIL, SO I ORDERED SOME OF THOSE. THEY HAD LARGE PRINT MANUALS AS WELL. I ACTUALLY HAD A SEEING-IMPAIRED PERSON TAKE THE CERT PROGRAM THROUGH OUR PROGRAM, AND YOU JUST DO A LITTLE BIT OF DIFFERENT ACCOMMODATION FOR FIRE SUPPRESSION AND YOU MAKE IT THROUGH.

>> YOU CREATE YOUR OWN.

>> YES, BE MCGYVER AND DO WHAT YOU CAN. WITH an elderly POPULATION, WE DID A PROGRAM WITH BAD HIPS AND KNEES IN THEIR 80S. THEY WOULD AT LEAST HAVE THE INFORMATION AVAILABLE TO THEM, SO A, YOU CAN INSTRUCT SOMEBODY WITH GOOD KNEES TO TAKE CARE OF. IT'S EMPOWERING PEOPLE TO DO TAKE CARE OF THEMSELVES.

>> MAYBE SOMEBODY WHO IS DEAF, ARE THERE RESOURCES THAT WE CAN HIRE?

>> OR CERT CLASSES, IF SOMEONE TAKES THE CLASS WE WILL PROVIDE an ASL INTERPRETER OR WHATEVER THEY NEED.

>> DOES YOUR CITY PAY FOR THAT?

>> OH, YEAH, YEAH. I HAD A GENTLEMEN IN A WHEELCHAIR, AND WE EMPHASIZE DO WHAT YOUR ABILITY allows YOU TO DO. CERT IS NOT A SOLO HERO GOING IN WITH A CAPE AND tights. EVERYBODY HAS SOMETHING TO CONTRIBUTE TO THE TEAM. PEOPLE HAVE THINGS THAT THEY CAN DO. WHEN IT CAME TO ENTERING BUILDINGS, THE GUY IN THE WHEELCHAIR, HE WAS NOT ABLE TO DO THAT, BUT HE CHECKED OUTSIDE THE building, AND PEOPLE WENT IN AND OUT AND HE TRACKED PEOPLE.

>> I NEED TO KNOW WHAT CERT IS?

>> "COMMUNITY EMERGENCY RESPONSE TEAMS."

>> MICHAEL RICHARDSON: WE HAVE TIME FOR ONE MORE COMMENT.

>> I CAN WALK WITH A CANE OR WALKER. I USED THE WALKER, BECAUSE I HAD TO REMIND HIM TO SLOW DOWN BECAUSE HE WOULD BE WALKING AROUND TOO FAST FOR ME.

PEOPLE WITH DISABILITIES ARE — YOU KNOW WHAT YOU CAN DO, AND YOU FIGURE OUT THINGS, AND WE HAD A COMPETITION. THE GUYS WANTED TO BE A TEAM AGAINST US FOR THE FINAL TEST, RIGHT? OF COURSE THE WOMEN WON, RIGHT?

I'M LOOKING FOR THINGS ABOVE AND BELOW AND THEY ALL GOT electrocuted. I COULD DO THAT, BUT WITH PUTTING OUT A FIRE, I

JUST HAD AN EXTRA PERSON WITH ME. INSTEAD OF HAVING ONE WITH ME, I HAD TWO, AND THAT WAS JUST TO SEE WHEN I CAME BACK OUT, BACKING UP FROM THE FIRE, THAT I WOULD GET OVER THE FIRE HOSE AND NOT FALL DOWN. SO THINGS LIKE THAT.

YOU CAN WORK IT OUT AND FIGURE IT OUT, AND THEY TOLD ME LATER THAT THEY HAVE MORE PEOPLE WITH DISABILITIES TAKING THEIR CLASSES BECAUSE THEY ARE COMFORTABLE. THEY DID HAVE TO CHANGE THE LOCATION BECAUSE SOMEBODY WOULD HAVE TO COME DOWNSTAIRS AND GET ME SO I COULD GO UPSTAIRS AND TAKE THE CLASS. BUT WHEN THEY DID THE FINAL THEY DID IT WHERE IT WAS. A FIRE MAY NOT BE ACCESSIBLE OR A DAMAGED BUILDING OR WHATEVER. IN THIS CASE THEY TRIED TO MAKE IT. ANOTHER GENTLEMEN HAD A PROBLEM WITH PARALYSIS WITH HIS ARM AND HE HAD ISSUES TOO, BUT WE JUST FIGURED IT OUT.

>> DEB COOK: MAYBE SOME THINGS IN TERMS OF A COLLABORATION WOULD BE IF WE COULD ENCOURAGE PEOPLE WITH DISABILITIES TO TAKE THESE CERT CLASSES, THEN WHAT SOME OF US IN THE CEO'S COULD BE A RESOURCE IF — MANY PEOPLE WITH DISABILITIES WILL SHOW UP AT THE CLASS AND SEE REALLY QUICKLY HOW THEY SHOULD AND COULD PARTICIPATE, AND THAT'S GREAT.

IN SOME CASES PEOPLE MAY NOT REALIZE HOW THEY COULD PARTICIPANT. THEY MIGHT BE FOCUSED ON WHAT THEY CAN'T. SOME PEOPLE DON'T CONTRIBUTE TO THEIR SOLUTION. THAT'S TRUE WITH ALL OF US, WE DON'T ALWAYS CONTRIBUTE TO OUR SOLUTION. THAT'S WHERE

SOME TECHNICAL ASSISTANCE AROUND THAT'S GOOD BECAUSE I WOULD LIKE TO SEE PEOPLE DOING THAT. IF PEOPLE WITH DISABILITIES ARE SEEN AS PART OF THE RESOURCE, NOT JUST PART OF THE CHALLENGE, THAT MIGHT MAKE THE NEIGHBORHOOD THING A LITTLE HIGHER, THE ENGAGEMENT A LITTLE HIGHER.

>> QUESTION: IS THERE A CENTRAL INFORMATION PLACE TO FIND OUT ABOUT UPCOMING CERT COURSES IN THE COUNTY? ARE ALL THE CITIES INDEPENDENT?

>> DAVE SHANNON: LOOK AT THE CITIES' WEB SITES.

>> IF JANINE IS HOLDING A CLASS AND SOMEONE CAN'T MAKE ONE OF THE CLASSES THERE, WE WILL LET THEM COME THROUGH OUR CLASSES. AS FAR AS I KNOW NO ONE IN KING COUNTY CHARGES ANYONE FOR OUT OF AREA.

>> WITH CERT, IT WOULD BE ENORMOUS TO ENCOURAGE ANY TRAINING TO BE REACHING OUT BECAUSE THAT'S HOW THE COMMUNITY WOULD LEARN, TO BE TRULY PREPARED, IS THAT INCLUSIVENESS, NOT JUST FROM THE PERSON WITH FUNCTIONAL DISABILITIES NEEDING TO BE PART OF IT, BUT EVERYBODY ELSE WOULD LEARN OH, YEAH, WHEN YOU ARE THINKING ABOUT THESE DISASTERS TO HAVE THAT PERSPECTIVE.

>> IF YOU HAVE THEM TRAINED.

>> DAVE SHANNON: THANK YOU ALL FOR YOUR CONTRIBUTIONS TODAY FROM THE PREPAREDNESS ANGLE. WE HOPE YOU TAKE WHAT WE HAVE DISCUSSED HERE TODAY, TAKE IT TO THE NEXT LEVEL, BUT TO KEEP BUILDING ON THESE LAYERS — LUNCH IS NEXT — KEEP BUILDING ON THESE LAYERS

AS WE GO THROUGH THE DAY SO WHEN WE GET DEEPER AND DEEPER INTO THE CONVERSATION. SO THANKS TO EVERYONE FOR PARTICIPATING IN THIS CONVERSATION.

(LUNCH BREAK TAKEN AT 12:15 P.M.)

** SHELTER **

>> DEBORAH WITMER: MY NAME IS DEBORAH WITMER AND I'M HERE TO HELP US TALK ABOUT sheltering. I KNOW IT'S JUST AFTER LUNCH AND THERE IS THAT LAG. I HOPE PEOPLE PICKED UP SOME SUGAR SOMEWHERE. IF NOT I HAVE A LOT OF ENERGY AND I'LL TRANSFER IT ALL TO YOU.

I'M GOING TO SET THE STAGE A LITTLE BIT AND TALK ABOUT TWO DIFFERENT KINDS OF sheltering THAT WE ARE GOING TO ADDRESS TODAY. THESE ARE THE TWO MAIN WAYS IT HAPPENS IN EMERGENCIES. WE HAVE FIRST sheltering IN PLACE, AND I WILL DEFINE THAT AS MEANS OF sheltering AND WHEREVER YOU ARE WHEN THE EMERGENCY HAPPENS, WHICH MAY OR MAY NOT BE IN YOUR HOME. IT MAY BE IN SCHOOL, WORK, IT MAY BE YOUR CAR ON THE FREEWAY. ANYBODY REMEMBER A YEAR OR TWO AGO?

Sheltering IN PLACE IS ANYPLACE THAT YOU STAY IN THE EVENT OF AN EMERGENCY THAT YOU ARE GOING TO STAY IN. OBVIOUSLY EMERGENCY shelter, IT CAN BE WHEN A SHELTER IS STOOD UP. IT CAN HAPPEN WITH CITIES, COUNTIES, AND WHEN THEY ARE INVITED IN THE RED

CROSS CAN COME AND SET UP SHELTERS. A BIG EVENT, FEMA CAN HAVE IMPACT ON THAT.

WE ALSO NEED TO BE COGNIZANT OF COMMUNITY SHELTERS, POP-UP SHELTERS, SO MAYBE THE CHURCH IN MY NEIGHBORHOOD IS THE ONLY ONE WITH POWER, AND IT HAS SHELTER. WHETHER THEY HAVE DONE THAT OR ARE PREPARED TO DO THAT, THEY WANT TO HELP SO JUMP IN AND SHELTER.

WE HAVE TWO DIFFERENT GROUPS OF sheltering THAT WE WANT TO TALK ABOUT TODAY — THANK YOU, THE COFFEE ISN'T GOING TO DO IT — WE HAVE A LOT OF PEOPLE IN THE ROOM, GOVERNMENT PEOPLE, CEA'S, AND SERVICE PROVIDERS. I WOULD LIKE TO START BY ASKING OF SERVICE PROVIDERS, WE ARE IN DAY FOUR OF THIS EVENT, 20 INCHES OF SNOW, YOU ARE TAKING A BREATH FINALLY, AND YOU'VE GOT CLIENTS IN THE COMMUNITY. LET'S START WITH sheltering IN PLACE. THEY ARE sheltering IN PLACE WHEREVER THAT IS. AS A SERVICE ORGANIZATION WHAT DO YOU NEED TO BE DOING RIGHT NOW? WHAT ARE THE ISSUES YOU ARE FACING? WHAT IS THE INFORMATION YOU NEED TO KNOW? KIND OF GOING DOWN THAT ROUTE. WHO WOULD LIKE TO GIVE US A START ON HOW YOU ARE DEALING WITH YOUR COMMUNITY sheltering IN PLACE?

>> I'M WITH COMMUNITY MENTAL HEALTH. WE PROVIDE HUGE SERVICES TO THE PEOPLE WHO LIVE INDEPENDENTLY. 90 PERCENT, WE TAKE TO THE STORES AND SHOPPING AND THAT KIND OF THING. THAT'S ALWAYS FIRST ON OUR AGENDA, IS WHAT ARE THE RESOURCES FOR OUR CLIENTS ACCESSING IN AN EMERGENCY, AND IT'S GENERALLY A BIG ZERO. SO

THAT'S OUR CONCERN WITH EMERGENCY PREPAREDNESS, IS WHAT IS PLAN B WHEN MY CASE MANAGERS CAN'T GET THERE?

>> DEBORAH WITMER: HOW HAVE YOU STARTED TO ADDRESS THAT SO FAR?

>> WE HAVE TRIED TO DO A PLAN WITH THEM. OUR PLAN, HOW PATHETIC IT IS, IS HOW DO YOU GET OUT OF THE BUILDING? SOMETIMES THE CARETAKERS, WHAT-HAVE-YOU, YOU DON'T GET MUCH FURTHER THAN THAT. THERE ARE ALSO GOOD THINGS, WHICH SHELTER WOULD YOU NORMALLY ACCESS? WHAT FOOD BANK WOULD YOU ACCESS? AND IN AN EMERGENCY THOSE MIGHT BE DOWN TOO.

>> DEBORAH WITMER: WITH THE NET PROCESS, HAVE YOU STARTED TO IDENTIFY SOME GAPS AND CAN YOU TALK ABOUT THAT?

>> YEAH, THE GAPS, YEAH. I MEAN WE PUT TOGETHER A PLAN, YOU GO TO THIS SHELTER, THIS FRIEND'S FAMILY MEMBER, BUT THEN THE GAPS ARE TRANSPORTATION. ARE THE BUSES RUNNING? A GENTLEMAN CAN'T WALK, WHATEVER. SOMETIMES THE GAPS ARE RESOURCES. THOSE TAKE THEIR CELL PHONE MINUTES ON IT. THE TYPICAL GAPS THAT ANYBODY EXPERIENCES.

THE INTERESTING THING ABOUT THE MENTALLY ILL POPULATION, SOMETIMES THEY ARE HOMELESS, AND JUST BY DEFINITION OF THE ILLNESS IS THEY DON'T WANT TO BE INVOLVED. THEY MIGHT BE APPREHENSIVE OR ANXIOUS OR AFRAID. SO THEY MAY NOT WANT TO PUT THAT PLAN B INTO EFFECT.

THEN IT'S A DOUBLE whammy TOO. THEY WILL SHOW UP AT A CHURCH AND PEOPLE DON'T WANT TO WORK WITH THEM AS WELL. THEIR

HYGIENE MIGHT BE POOR, THEY ARE HOMELESS, SO THAT KIND OF WORKS IN AN EMERGENCY SITUATION, IT KEEPS THEM ISOLATED.

>> DEBORAH WITMER: SOME OF THOSE PEOPLE sheltering IN PLACE IS GOING TO BE FOR THEM, WHETHER IT'S FEASIBLE OR SAFE OR NOT.

WHAT ELSE?

>> ONE THING THAT I THINK IS IMPORTANT TO REMEMBER IS IT'S IMPORTANT FOR THE PEOPLE WHO SERVE THIS POPULATION, WE WOULD PREFER PEOPLE TO SHELTER IN PLACE RATHER THAN GO TO SHELTERS, SO IT CIRCLES BACK TO THAT PREPAREDNESS PIECE, AND IT GOES BACK TO THE COMMUNICATION PIECE AS WELL. WE ARE TRYING TO GET PEOPLE TO PREPARE BEFORE AN EVENT AND EXPLAIN TO THEM THAT THE SHELTER IS NOT WHERE WE WANT THEM TO BE. THEY ARE BETTER SERVED AT HOME. IT'S IMPORTANT WHEN YOU THINK ABOUT IT, I MEAN I DON'T KNOW HOW MANY PEOPLE IN THIS ROOM — THOSE OF YOU WHO AREN'T EMERGENCY MANAGEMENT PROFESSIONALS, DID YOU KNOW THAT THAT'S WHAT THEY PREFER, THAT YOU SHELTER AT HOME? I GET A FEELING BY THE LOOKS NOT A LOT OF PEOPLE KNEW THAT THAT IS WHAT WE PREFERRED. YOU ARE ACTUALLY BETTER SERVED AT YOUR HOUSE.

>> DEBORAH WITMER: YOU HAVE HAD COMMUNICATION AND PREPAREDNESS ALREADY TODAY? IS THAT WHAT YOU HAVE DONE SO FAR?

>> YES.

>> DEBORAH WITMER: I WOULD IMAGINE YOUR PREPAREDNESS EFFORTS ARE GEARED TOWARDS GETTING IN PLACE, GETTING PEOPLE READY FOR THAT.

HOW ABOUT SERVICE PROVIDERS? HOW ARE YOU DOING marrying YOUR PREPAREDNESS FOR SHELTERING? WHAT ARE YOU WORKING ON FOLKS GETTING READY TO DO? WHAT DO YOU EXPECT FOR YOUR CLIENTS OR COMMUNITIES?

>> I THINK WITH US AT 211, WE HAVE PUT A LOT OF THINGS IN PLACE, SO WHETHER OUR EMPLOYEES CAN'T GET TO THE OFFICE, WE CAN WORK FROM HOME. WORST CASE SCENARIO, WE HAVE ANOTHER CALL CENTER IN ANOTHER STATE THAT YOU CAN UTILIZE, AND YOU CAN CONNECT WITH THEM. WE HAVE DEVELOPED MOU'S WITH LOCAL AGENCIES SO WE CAN GET INFORMATION FOR PEOPLE THAT NEED IT AS QUICKLY AS POSSIBLE, CONNECTED TO EMERGENCY MANAGERS, CONNECTED TO LOCAL SERVICE PROVIDERS. SO IF SOMETHING DOES HAPPEN PEOPLE CAN CONNECT TO US AND GET EVERYTHING THAT THEY NEED IN ONE SPOT.

>> DEBORAH WITMER: WHAT ELSE DO YOU NEED? WE ARE AT DAY FOUR. WE FINALLY HAVE A BREAK IN THE WEATHER, BUT IT'S GOING TO GET BAD AGAIN. WHAT DO WE NEED TO DO AROUND SHELTERING?

>> RESTOCKING. IF YOU ARE CONSIDERING THAT THE FIRST DAY OF THE STORM THE GROCERY STORES AND SUPPLY STORES' SHELVES ARE COMPLETELY WIPED OUT AND TRANSPORTATION HASN'T GONE ANYWHERE, THE ROADS HAVE BEEN SHUT, SO NOTHING HAS BEEN RESTOCKED. WHERE DO YOU GO TO SUPPLY YOURSELF FOR THE NEXT INCOMING STORM HERE? IF YOU ARE GOING TO SHELTER IN PLACE, IF YOU DIDN'T ALREADY HAVE YOUR THREE-MONTH SUPPLY, THEN YOU WILL NEED TO RESTOCK, WHETHER IT'S MORE OF FOOD, MORE BATTERIES?

>> I'M WONDERING, I'M NOT A SERVICE PROVIDER SO THIS MAY NOT BE A RELEVANT QUESTION, BUT THINKING OF THOSE WHO HAVE LIFE SAVING, LIFE SUSTAINING OXYGEN OR WHATEVER, BATTERIES, THIS IS THE WINDOW, HOW DO YOU PRIORITIZE GETTING THAT WHEN THE ROADS ARE SOMEWHAT impassable OR MAY BE PASSABLE, BUT HOW DO YOU KNOW, OR IF YOU HAD SOMEBODY WHO WAS USING OXYGEN WAS OUT TO THE MALL WHEN EVERYTHING WENT DOWN AND THEY ARE STILL STUCK AT THE MALL? HOW DO YOU KNOW WHERE THESE PEOPLE ARE — THEY ARE SHELTERED IN PLACE AND IT MAY NOT BE THEIR HOME. DO YOU KNOW WHETHER THEY ARE OUT, AND HOW DO YOU GET THE SUPPLIES THERE?

>> DEBORAH WITMER: I WILL PUT THE EMERGENCY PEOPLE ON THE SPOT. HOW DO YOU KNOW?

>> WE DON'T. WE DON'T UNLESS THEY ARE CALLING 911 TO REPORT A PROBLEM. THAT'S TYPICALLY HOW WE WOULD FIND OUT THERE IS SOMEBODY AT THE MALL THAT HAS A PROBLEM WHO NEEDS OXYGEN. AS YOU CAN IMAGINE, IF THE COMMUNICATION IS DOWN WE SIMPLY DON'T HAVE A WAY TO KNOW.

>> I WORK WITH DISABILITY COMMUNITY INDIVIDUALS AND THE WHOLE POINT IS THAT THEY LIVE AT HOME. SO IN THIS STORM THINGS GET COLD. WE TALKED ABOUT RESOURCES, WATER PIPES BREAK AND FREEZE, THE HEAT IS NOT ON, AND IT BECOMES A PHYSICAL THREAT BECAUSE THOSE ARE SHUT DOWN. THEY CAN'T TRAVEL IF THEY NEED TO, AND THE OTHER PART IS MANY PEOPLE WHO ARE TAKING MEDICATIONS, WHETHER IT BE TO CONTROL dialysis, THINGS LIKE THAT, I THINK THEY ARE BIG

FACTORS.

>> DEBORAH WITMER: THOSE ARE GREAT POINTS. THAT WHOLE IDEA OF HOW DO YOU DECIDE? WHEN DO YOU CROSS THE LINE THAT I CAN'T STAY AT HOME ANYMORE, OR WHEN IS IT NOT SAFE TO BE HOME ANYMORE? IT'S AN INTERESTING QUESTION WITH ACTION NEEDS. THE SERVICE PROVIDERS, ARE YOU PREPARED TO HELP WITH THAT, MAKING THOSE DECISIONS, PROVIDING INFORMATION? IS THAT SOMETHING THAT YOU ARE ABLE TO SUPPORT OR DO, OR SHOULD, MAYBE?

>> WITH INDEPENDENT LIVING CENTERS, IT ALWAYS IS THEIR CHOICE. THE GOALS ARE THEIR GOALS. WE ARE complimenting THEM, BUT IT IS THEIR GOAL. IF YOU ARE IN CONTACT WITH THEM AND THEY ARE ASKING THINGS, WE CAN THROW OUT GOOD SUGGESTIONS. WHATEVER IS NEW THAT WE KNOW IN THE COMMUNITY, WE CAN PASS THAT ON TO THEM. I THINK IT'S GOING TO BE MORE FROM A DISTANCE IN THIS INSTANCE, UNLESS THEY ACTUALLY END UP THAT THEY ARE AN R&R BUILDING, AND THEN WE WOULD TREAT DIFFERENTLY.

I DO, HOWEVER, HAVE CONCERNS ABOUT PEOPLE THAT I WORK WITH, ONE IN PARTICULAR, HE IS LIVING UNDER A BRIDGE in Redmond WITH A SERVICE DOG. NOW THE SERVICE DOG WILL BE A PROBLEM WITH THE SHELTERS SOMETIMES, DEPENDING ON THE SHELTER, AND SOMETIMES IT DEPENDS, HE IS NOT SUPPOSED TO, BUT IT CAN BE, AND HE DOES HAVE A BIG SERVICE DOG, A Rotweiler. IT CAN BE scary to OTHER PEOPLE. HE IS LIVING BY CHOICE AND IT'S GOING TO BE A REALLY BAD COLD SITUATION. WE HAVE BEEN PUZZLING OVER THAT ONE TO COME

UP WITH SOME IDEAS FOR HIM BECAUSE SOMETHING COULD HAPPEN.

>> DEBORAH WITMER: WE PROBABLY HAVE A NUMBER OF CITIES AND JURISDICTIONS WITH SIGNIFICANT HOMELESS POPULATIONS THAT HAVE THOSE DECISIONS. ARE YOU PRETTY MUCH CENTERING ON INDIVIDUAL CLIENTS?

>> I WORK WITH INDIVIDUALS ON MY OWN AS PART OF MY ALLIANCE WORK, BUT MY EMERGENCY PREPAREDNESS IS ANOTHER PIECE OF WHAT I DO. WE ALL WEAR ALL THESE HATS, RIGHT? THAT'S ANOTHER PIECE OF WHAT I DO, BUT I'M WORKING WITH THE CITY OF BELLEVUE, HERO HOUSE, THE CITY OF KIRKLAND, WE HAVE A TIME SET FOR THAT, AND ALSO THE CITY OF REDMOND. I WANT TO WORK WITH THE ONES CLOSEST TO US. HERE THE CITY OF ISSAQUAH HERE, WE SPREAD OUT A BIT, WE ARE ON THAT SIDE OF THE LAKE, THE EASTSIDE OF THE LAKE. OUR SEATTLE OFFICE HAS THE OTHER SIDE, AND WE WILL SEE WHAT WE CAN DO IN TERMS OF GETTING AS MUCH RESOURCES AHEAD OF TIME THINKING ABOUT WHERE THINGS CAN BE. THE CITY OF BELLEVUE IS PREPARING A MAP THAT THEY ARE SHARING WITH US FOR WHAT IS AVAILABLE IN OUR AREA, AND HERO HOUSE HAS EVEN GONE OUT DOOR-TO-DOOR AND AREA-TO-AREA DRIVING AND FINDING OUT THE COMBINED AREA. WE CAN TAKE THE INFO, PUT IT TOGETHER. I HAVE MY CHURCH DATABASE, OR SHELTERING SOMEONE, WE CAN PICK THAT UP IN A SECOND TO TRY TO GET THINGS READY AHEAD OF TIME.

>> DEBORAH WITMER: THAT'S AWESOME. THAT'S WHAT WE ARE HOPING WILL COME OUT OF THIS THING. I AM HEARING GAPS THAT HAVE BEEN

IDENTIFIED, PROBLEMS WITH MEDICAL
EQUIPMENT, PRESCRIPTIONS, FOOD.

WHAT ARE SOME OF THE OTHER GAPS THAT YOU KNOW YOUR CONSTITUENTS
AND YOUR CLIENTS ARE GOING TO NEED? I'M THINKING ABOUT
INDEPENDENT LIVING CENTERS AND THAT STRONG COMMITMENT THAT YOU
HAVE TO LIVING INDEPENDENTLY AND WHAT THAT TAKES. WHAT ELSE IS
GOING TO BE MISSING IN A SITUATION LIKE THIS WHERE THEY ARE
STUCK FOR FOUR DAYS?

>> ABOUT A THIRD OF OUR POPULATION IS HOMELESS, AND EVEN IN AN
EMERGENCY LIKE THE SNOW OR WHATEVER, THEY ALL SHOW UP IN OUR
WAITING ROOMS LOOKING FOR RESOURCES BUT THEY STILL WANT TO BE
HOMELESS, AS I SAY "WANT," THEY ARE STILL CHOOSING NOT TO GO TO
THE SHELTER, SO I HAVE TO MAKE SURE THAT I HAVE A BUNCH OF KITS
ON HAND, EXTRA SOCKS AND SHOES, BECAUSE THAT'S WHAT THEY WILL
DO, THEY WILL NOT GO TO A SHELTER. SO I START THINKING ABOUT
THAT RIGHT AROUND SEPTEMBER.

>> DEBORAH WITMER: WHAT ELSE ARE YOU PREPARING FOR? FROM THE
CITY-SIDE WHAT DO YOU SEE AS A GAP? WHAT ARE YOU CONCERNED
ABOUT?

>> ONE OF THE GAPS IS THAT WE DID NOT AT ONE TIME ACTUALLY OWN
ANY SHELTER cots. THEY WERE STORED IN OUR FACILITY BY KING
COUNTY PARKS AND RECREATION. WE DID AN INVENTORY AND FOUND THAT
THEY ACTUALLY DIDN'T HAVE ANY ADA COMPLIANT COTS. WHEN WE GOT
FUNDS THROUGH A GRANT WE BOUGHT EXCLUSIVELY ADA COTS. SO A WAY

TO BRIDGE THAT GAP, THAT'S THE NEW STUFF THAT WE INVESTED IN. EVEN THOUGH IT WASN'T OUR SUPPLY, WE JUST WENT AHEAD AND SAID, WHY DON'T WE ALWAYS BUY THE ADA COMPLIANT COTS? SO ON BEHALF OF KING COUNTY — ALSO THEY ARE REALLY TECHNICALLY COMPLIANT AS WELL BECAUSE WE ARE STORING THEM ALONG WITH THEIR SUPPLIES. SO WE SAW THERE WAS A GAP AND WE USED MONEY AND leveraged IT TO FIX IT.

>> DEBORAH WITMER: THAT'S A CREATIVE WAY TO LOOK AT PROBLEM SOLVING, AND A UNIVERSAL DESIGN WAY TO DO THAT. I LOVE IT, THAT'S AWESOME. WHAT ELSE? WHAT OTHER THINGS ARE WE SAYING?

>> STAFFING.

>> DEBORAH WITMER: SAY MORE ABOUT THAT.

>> WELL, THE CENTER FOR INDEPENDENT LIVING, IT'S UNDER THE GUISE THAT EVERY PERSON THAT PARTICIPATES IN THAT TYPE OF PROGRAM IS LIVING IN THEIR OWN HOME OR APARTMENT, AND IT REQUIRES STAFFING IN ORDER TO BE ABLE TO MAINTAIN THAT LEVEL OF INDEPENDENCE. SO WHEN ROADS ARE SHUT DOWN, WHEN THERE IS SEVERE WEATHER, WHEN EMERGENCY BUS ROUTES ARE IN PLACE AND TYPICAL ROUTES TO AND FROM WORK, OUR CLIENTS ARE DISRUPTED, YOU WILL HAVE A DISRUPTION IN STAFFING.

THERE ARE PROGRAMS THAT REQUIRE 24-HOUR ASSISTING. WHAT DO YOU DO THEN? YOU HAVE THE OTHER PERSON WHO IS STILL THERE STAY? WE MATCH UP CLIENTS WITH PERSONNEL THAT LIVE NEARBY, WHETHER THEY

ARE DIRECT SUPPORT PROFESSIONALS OR ADMINISTRATION, THEY STILL WORK UNDER THE UMBRELLA OF THE ARC SO THEY CAN DO THE VISUAL CHECKS OR WALK OVER AND HELP ASSIST WITH PERSONAL CARE OR MEAL PLANNING. THOSE THAT DON'T REQUIRE THAT DAILY CHECK-IN, THERE IS ALSO PHONES, AND THERE IS ALSO STILL GOING BY AND GETTING THE VISUAL AS WELL, BUT NOT SO IMMEDIATE. IT'S KIND OF triaged. STAFFING IS A HUGE HURDLE. THERE ARE SO MANY INDIVIDUALS THAT DON'T HAVE THE EXPERIENCE OF DRIVING IN INCLEMENT WEATHER CONDITIONS OR DON'T HAVE A VEHICLE THAT IS SAFE TO DRIVE ON ICY slushy ROADS, OR SOME INDIVIDUALS THAT WE SUPPORT LIVE IN REALLY RURAL AREAS WHERE BUS ROUTES AREN'T AN OPTION. SO BEING ABLE TO PLAN FOR THAT IS ALMOST TO HAVE EVERYTHING 100 PERCENT COVERED.

>> DEBORAH WITMER: HAVE YOU STARTED TO ADDRESS IT IN ANY WAY, AND CAN YOU TALK A LITTLE BIT ABOUT THAT?

>> SURE. WE HAVE AN EMERGENCY RESPONSE PLAN. IT'S BROKEN DOWN, AT LEAST FOR SUPPORTIVE LIVING, INTO DIFFERENT TRADES OF DIFFERENT INDIVIDUALS WHO WILL START THE EMERGENCY PLAN. IT GOES FROM THE TOP DOWN, SO MY DIRECTOR WILL CONTACT ME AND I WOULD CONTACT MY STAFF, AND ALSO I WOULD DO THE PHONE CHECK-INS WITH THE ONES FOR PEOPLE WHO ARE ANSWERING THE PHONE TO INSURE THAT THEY WERE AT LEAST OKAY FOR THE TIME BEING AND CONTACT THE STAFF THAT WAS STILL THERE DOING 24-HOUR SUPPORTS, AND GIVE THEM THE SUPPORTS THAT THEY NEED IN ORDER TO STAY, AND ARRANGE FOR PERSONNEL THAT LIVED CLOSE BY TO THESE PARTICULAR CLIENTS TO GO

OVER AND DO A CHECK-IN.

>> DEBORAH WITMER: SO YOU ARE CROSS TRAINING STAFF TOO?

>> YES.

>> DEBORAH WITMER: THIS IS GAP THAT WE IN THE DISABILITY COMMUNITY WRESTLE WITH QUITE A BIT. THAT'S A CREATIVE IDEA. I HADN'T HEARD IT SPELLED OUT THAT WAY.

>> OUR agency, EVERY PERSON WHO IS HIRED IN HAS TO GO THROUGH THAT SAME INTENSE BACKGROUND CHECK AND HIPPA COMPLIANCE ACROSS THE BOARD. IT DOESN'T MATTER WHAT DEPARTMENT YOU WORK IN. SO THAT MAKES EVERYBODY WITHIN THE AGENCY CAPABLE OF PROVIDING AT LEAST SOME AMOUNT OF direct SUPPORT IN THE EVENT THAT IT'S REALLY NEEDED.

>> DEBORAH WITMER: I LIKE THAT. YEAH. I ALWAYS HAVE TO THROW THIS OUT, I LOVE KING COUNTY BUT I WAS ESPECIALLY gasping WHEN THE DECISION WAS MADE BECAUSE THE BUDGET CUTS ARE TO PLOW ONLY 10 PERCENT OF THE ROAD IN KING COUNTY. I WAS WORKING AT THAT TIME WITH A COUPLE OF SERVICE AGENCIES AND THEIR PLANS HAD TO GO OUT THE WINDOW BECAUSE WHAT THEY WERE ASSUMING THEY WERE GOING TO HAVE, THEY ARE NOT GOING TO HAVE. I LIKE THE WAY YOU ARE PREPLANNING ON THAT, THAT'S REALLY NICE.

>> I WOULD LIKE TO ASK A FOLLOW-UP QUESTION. I'M CURIOUS WITH THE STAFF TRAINING, THE LAST ICE STORM WE HAD, DO YOUR WORKERS HAVE CAR CHARGES FOR THEIR CELL PHONES? I REMEMBER KING COUNTY, ALL THEIR EMERGENCY FOLKS HAD CELL PHONES BUT NONE OF THEM HAD

CAR CHARGES, THEY WERE ALL DEAD IN TWO HOURS.

>> ALL OF OUR DIRECT STAFF, professionals INCLUDED, HAVE an agency BLACKTOP BECAUSE WE USE AN EXTREMELY ENCRYPTED SECURE DOCUMENTATION SYSTEM SO ANY INFORMATION THAT YOU NEED IS LIVE AND CURRENT AND ACCESSIBLE, AND WE HAVE HOT SPOTS IN APARTMENTS TO WHERE OUR CLIENTS ARE USING THOSE 24-HOUR SUPPORTS AND ALSO IDENTIFY WHAT AREAS WHERE EACH OF OUR DIRECT SUPPORT PEOPLE ARE WORKING HAVE HOT SPOTS, SO WHETHER IT'S QFC OR STARBUCKS OR MCDONALD'S.

>> BUT THOSE WOULD BE DOWN WITH NO ELECTRICITY?

>> THEY ACTUALLY WOULDN'T BE DOWN BECAUSE THEY ARE MOBILE USB, SO THEY PLUG INTO THE COMPUTER TO BE ABLE TO GET POWER TO WORK. IT PLUGS RIGHT INTO THE USB PART. IT'S THROUGH THEIR WIRE.

>> BUT WHAT ABOUT THE laptop BATTERY?

>> WE DON'T HAVE PORTABLE CHARGERS OR PORTABLE POWER SUPPLIES, I SHOULD SAY, TO BE ABLE TO DO THAT. A LOT OF THE LARGER APARTMENT COMPLEXES AND STUFF THAT OUR CLIENTS ARE IN DO HAVE BACKUP GENERATORS. I THINK THAT'S JUST PART OF THE BUILDING CODE, POSSIBLY.

>> DEBORAH WITMER: THERE ARE A NUMBER OF THE JURISDICTIONS THAT ARE PLANNING EMERGENCY SHELTERS THAT MAY HAVE CHARGING STATIONS, AND IT MAY BE A GOOD IDEA TO MAKE SURE YOUR AGENCIES KNOW WHERE THEY ARE SO YOUR KEY PERSONNEL WILL HAVE THAT KNOWLEDGE OR

COMMUNICATION.

>> ONE OF THE GAPS — WE ARE STILL TRYING TO FIGURE OUT WHAT WE WOULD DO — IS BEING COMPATIBLE WITH SERVICE ANIMALS. SOMEONE MENTIONED A Rotweiler. I COULD SEE THAT BEING AN ISSUE, HOW DO WE DEAL WITH THAT? WE DON'T HAVE VERY ROBUST SHELTERING capability IN TERMS OF BEING ABLE TO BREAK OUT IN OUR PRIMARY ROOMS. I SUPPOSE WE WOULD FIGURE IT OUT. THAT COULD BE CHALLENGING. WE ANTICIPATE THAT COULD BE AN ISSUE.

THE OTHER CHALLENGE THAT WE HAVE, IN GENERAL MOST JURISDICTIONS HAVE PRETTY MUCH RELIED ON RED CROSS TO PROVIDE SHELTERING OR TO AUGMENT SHELTERING, SO THE STAFFING THAT WE HAVE TO BE ABLE TO PROVIDE SERVICES IS A SKELETON CREW. THE RED CROSS WOULD BE COMPLETELY TAPPED OUT WITH PUTTING THEIR STAFFING RESOURCES OUT TO STAFF, HOPEFULLY THINKING ABOUT A REGIONAL SHELTER, BUT I DON'T KNOW, THAT'S UNPOPULAR WITH LOCALS.

EVERY MAYOR WANTS THEIR OWN SHELTER IN THEIR CITY. WE NEED TO PROVIDE ADDITIONAL ASSISTANCE FOR PEOPLE WHO COME IN WITH DISABILITIES. WE ARE STRETCHED SO THIN, IF WE ARE ON OUR OWN WE WOULD BE IN A STAFFING CRUNCH AND BY OUR OWN RULES WE HAVE TO HAVE PEOPLE PREBACKGROUND CHECKED IN ORDER TO WORK IN OUR SHELTER BECAUSE WE WANT TO USE RED CROSS STAFF IN THERE, AND NOT EVERYBODY HAS APPROVAL FROM THAT BACKGROUND CHECK. IF WE DON'T HAVE RED CROSS APPROVAL, I THINK THAT WOULD BE ISSUE.

>> DEBORAH WITMER: DOES ANYBODY HAVE ANY IDEAS ABOUT HOW TO

SOLVE THOSE GAPS?

>> ONE THING WE ARE DOING IN Multnomah COUNTY IS — I'M IN CHARGE OF THE ACTION PIECE OF IT, BUT I HAVE MY FINGERS IN OTHER PIECES OF THE PIE.

AS FAR AS STAFFING SHELTERS, WE ARE TALKING ABOUT GROUPS OF PEOPLE WHO SERVE THE DISABILITY COMMUNITY. THEY HAVE A UNIQUE SKILL SET. WE HAVE A MASSIVE SHELTER, PEOPLE FROM A LOT OF DIFFERENT SECTIONS OF SOCIETY COMING IN THERE. WE WOULD LIKE TO HAVE PEOPLE TRAINED IN SHELTERING OPERATIONS. THEY HAVE ALREADY DONE SOME CREDENTIALING, THAT'S WHY THEY CAN WORK WITH THE ORGANIZATIONS THAT THEY WORK WITH.

IN ORDER TO CLOSE THE GAP A LITTLE BIT IT'S ADVANTAGEOUS FOR EMERGENCY MANAGEMENT PROFESSIONALS TO REALLY START REACHING OUT TO SERVICE PROVIDERS. A LOT OF THAT CAN HELP WITH COUNTY PROVIDEERS WHERE THE COUNTY — WE KIND OF HAVE A RELATIONSHIP BUILT IN THERE. IF THEN WE WILL START TALKING AND BRINGING THEM TO THE TABLE AND START — YOU KNOW, BE ABLE TO HAVE A SHELTER AND START MUTUAL AGREEMENT TO SERVE THE SAME POPULATION. MAYBE WE CAN MOVE PEOPLE TO WITH BEHAVIORAL HEALTH ISSUES, GO TO ANOTHER BUILDING TO MAYBE BRING THEM IN WHERE WE WILL GIVE SOME SOURCE SUPPLIES FOR YOU, YOU CAN GIVE SOME SOURCE SUPPLIES FOR US. THAT WILL TAKE A LOT OF THE GENERAL — A GENERAL POPULATION, WE CAN ALLEVIATE THE PRESSURE ON THAT BY ENCOURAGING PARTICULAR POPULATIONS TO START DOING THEIR OWN PLANNING WITHIN

THE GROUP OF PEOPLE THAT SERVE THAT POPULATION.

>> DEBORAH WITMER: ANY REACTIONS? PLEASE, GO AHEAD.

>> WHILE WE WERE HAVING OUR LUNCH I WAS TALKING TO DANIELLE BAILEY FROM FEMA, AND SHE SAID THAT SHE WAS INTERESTED IN GETTING THE FEELING OF HOW THESE DIFFERENT AGENCIES WORK, ESPECIALLY INDEPENDENT LIVING CENTERS AND DIFFERENT AGENCIES IN THE AREA SO WE COULD COME UP WITH WAYS THAT WE COULD COME TOGETHER, FEDERAL, STATE, NON-PROFITS, WHATEVER WE HAVE SO THAT THEY KNOW WHERE THE EXPERTISE IS.

FOR INSTANCE, IF FEMA NEEDS ASSISTANCE WITH PEOPLE THAT UNDERSTAND CERTAIN DISABILITIES, THEY COULD CALL TO US TO GO TO A CERTAIN AREA. THAT'S PART OF OUR PLAN. WE MAY NOT BE IN OUR BUILDING. WE MAY GO TO ANOTHER BUILDING WHERE WE ARE HELPING THE MAYOR WITH SOMETHING TO DO WITH DISABILITY OR A SHELTER OR SOMEPLACE ELSE. THAT'S THE THOUGHT THAT WE FINALLY CAME UP WITH, LET'S NOT MAKE IT TOO NARROW THAT WE PLAN TO BE RIGHT HERE BECAUSE WE MAY BE ALL SPREAD TO THE WIND.

OUR IDEA WOULD BE THAT WE WOULD BE STEPPING IN TO DIFFERENT PLACES, CERT GROUPS, THOSE OF US THAT ARE RIGHT NEAR A SHELTER MIGHT GO THERE, BUT STILL DOING THINGS THAT WE DO FOR PEOPLE WITH DISABILITIES TO MAKE IT MORE COMFORTABLE AND ACCESSIBLE IN WHATEVER THEY NEED TO KNOW.

>> I WAS JUST SPEAKING WITH LISA THERE TO FIND OUT IF RED CROSS WAS STILL DOING —

>> I'M NOT WITH RED CROSS.

>> I THINK LISA LEFT.

>> I COULDN'T READ YOUR NAME TAG. I DIDN'T KNOW IF THEY WERE STILL READY WHEN THE TIME COMES FOR TRAINING?

>> THAT'S A REALLY GOOD QUESTION.

>> I DON'T KNOW IF THEY ARE STILL DOING THAT. I'M A RED CROSS VOLUNTEER, I WORK IN SHELTERS, BUT I'M NOT SURE — I KNOW THEY CHANGED THEIR SHELTER OPERATIONS AND SHELTER FACILATION AND TRAINING FOR WORKERS BUT THEY STILL HAVE THE SAME STANDARD OF THEIR NATIONWIDE BACKGROUND CHECKS. THAT'S THE HARDSHIP FOR US, JUST DOING BASIC EMERGENCY WORKERS CARDS WITH A BASIC BACKGROUND CHECK, THAT'S NOT ENOUGH FOR SHELTER WORK.

>> DEBORAH WITMER: I'M WONDERING, TAGGING OFF WHAT YOU SAID, IF I'M A HOME HEALTHCARE WORKER AND I HAVE HIPPA AND ALL THAT STUFF, BUT I CAN'T GET OUT TO MY CLIENT WHO LIVES TEN MILES AWAY BUT I HAVE A SHELTER TWO BLOCKS DOWN, MAYBE I COULD GO THERE TO WORK. I WONDER IF THERE IS A WAY TO MAKE THAT VIABLE, BECAUSE I PROBABLY WOULD HAVE ALL OF THE CERTIFICATIONS AND TRAINING.

>> MY CONCERN WOULD BE THE CREDENTIALING, AND YOU WERE TALKING ABOUT THE CREDENTIALING IN ADVANCE. IF SOMEONE WERE CREDENTIALLED IN ADVANCE I WOULDN'T HAVE ANY PROBLEM HAVING THEM COME IN FOR RENTON.

THE CHALLENGE IS THE BACKGROUND CHECK WHERE THERE IS NO WIGGLE ROOM AT ALL IN THE LIABILITY WE WOULD INCUR BY BRINGING SOMEONE

IN BECAUSE YOU DON'T KNOW WHO YOU MIGHT GET. IT WOULD DEPEND ON — IF WE COULD GET THE CREDENTIALING FOR THAT I WOULD BE OPEN TO THAT FOR RENTON.

>> THAT'S WHY I WAS ASKING, DO THEY STILL DO THE READY WHEN THE TIME COMES? BECAUSE THEY WILL DO THE BACKGROUND SAYING I'M SHELTER TRAINED AND I'M COMING OUT OF THE WOODWORK BECAUSE THE NEED IS THERE.

>> DEBORAH WITMER: MAYBE AHEAD OF TIME IF PLANNING AND SHELTER CENTERS GET TOGETHER, CAN WE COME UP WITH SOMETHING THAT IDENTIFIES THEM SO THAT WE ARE CLEAR, A DATABASE OF WHO THOSE FOLKS ARE, THAT MIGHT BE A WAY TO SHARE THOSE RESOURCES, BECAUSE IF I CAN'T GET TO MY CLIENT BUT I CAN HELP DOWN THE STREET, THAT'S PROBABLY WHAT I WOULD WANT TO DO ANYWAY.

>> I DON'T KNOW IF THIS CURRENTLY INCLUDES CAREGIVERS OR NOT, BUT IT INCLUDES RETIRED DOCTORS AND NURSES, PEOPLE WHO WANT TO PROVIDE SERVICES IN AN EMERGENCY. I BELIEVE PUBLIC HEALTH COORDINATES THAT PROGRAM. I DON'T KNOW WHAT THE PARAMETERS ARE FOR THAT, BUT THAT'S AN ALREADY EXISTING GROUP THAT ALREADY HAS A PROCESS FOR DOCUMENTATION AND CERTIFICATIONS AND PRESUMABLY BACKGROUND, I DON'T KNOW FOR SURE.

>> DEBORAH WITMER: ANOTHER GROUP TO SEE IF WE COULD MEET THAT GAP, YES.

>> SPEAKING FROM AN EMERGENCY MANAGEMENT PERSPECTIVE, ONE OF THE BIG CHALLENGES FOR US, AND IT VARIES BY JURISDICTION DEPENDING

ON THE RESOURCES, IS KNOWING WHO IS OUT THERE IN THE COMMUNITY. THE BIG CARE HOMES ARE EASY TO IDENTIFY, THEY ARE LISTED. SOME OF THE SMALLER CARE FACILITIES, FAMILY CARE FACILITIES, FOR FOUR, FIVE, SIX PEOPLE, THOSE WE CAN FIGURE OUT GENERALLY WHO THEY ARE, BUT I WON'T GUARANTEE WE KNOW WHERE THEY ALL ARE. THOSE THAT WANT TO STAY IN THEIR HOME AND LIVE INDEPENDENTLY, IT SOUNDS LARGE, MANY PEOPLE IN THIS ROOM SERVE THAT POPULATION, AND WE HAVE NO IDEA WHERE THOSE PEOPLE ARE AND THEY PROBABLY DON'T WANT US TO KNOW, AND THAT'S OKAY, BUT WHEN SOMETHING HAPPENS WE ARE RELYING ON SERVICE CALLS, POLICE OR NEIGHBORS OF FAMILY CALLING IN SAYING THERE IS AN ISSUE HERE. IT WOULD BE HELPFUL FOR US AHEAD OF TIME TO CERTAINLY HAVE THOSE CONVERSATIONS WITH THE SERVICE PROVIDERS IN THE ROOM AND SAY LOOK, WHAT CAN WE DO? WHAT RESOURCES MIGHT YOU THINK YOU NEED? YOU REALLY NEED TO THINK OUTSIDE THE BOX. I HEAR A LOT, NOT JUST IN THIS MEETING, BUT I HEAR A LOT IN GENERAL ABOUT A LOT OF DEPENDENCE ON TECHNOLOGY. YOU NEED TO THINK ABOUT WHEN TECHNOLOGY ISN'T WORKING, HOW ARE YOU GOING TO ASK FOR HELP OR CONTACT YOUR CLIENTS? PREPLANNING THOSE CONVERSATIONS AHEAD OF TIME WOULD BE CRITICAL.

>> DEBORAH WITMER: I AGREE. HOPEFULLY YOU WILL GET TO SOME OF THAT IN COMMUNICATIONS. WHEN THE SEAHAWKS PARADE CAME ALONG AND ALL OF A SUDDEN 700,000 PEOPLE WANTED TO TWEET AT THE SAME TIME AND NOBODY COULD GET TO THEIR CELL PHONES — WE THINK TEXT IS

OKAY BECAUSE IT'S THE LOWER LEVEL, BUT IT'S NOT ALWAYS GOING TO BE OKAY. WE HAVE TO HAVE ALTERNATIVES.

>> SINCE WE ARE TALKING ABOUT WAYS THAT SOCIAL SERVICE PROVIDERS HAVE MANY ROLES, DO YOU WANT TO TALK ABOUT "FAST"?

>> DEBORAH WITMER: DO WE HAVE ANYBODY FROM PIERCE COUNTY HERE?

>> YES, ANOTHER TEAM THAT RICHARD TALKED ABOUT THIS MORNING IS THE "FAST" TEAM, FUNCTIONAL ASSET SERVICE TEAM. THEY ARE SOCIAL AND HUMAN SERVICE PROVIDERS. THEY ALL REQUIRE TWO YEARS EXPERIENCE IN THEIR BACKGROUND, SO WHATEVER AGENCY THEY WORK FOR, YOU NEED TWO YEARS EXPERIENCE. THEY ALREADY KNOW THE CLIENTS, THEY KNOW WHERE TO FIND THINGS. IT PULLS TOGETHER THIS GROUP THAT IDEALLY WOULD ENCOMPASS PEOPLE FROM EVERY ACCESS AND FUNCTIONAL AREA, SO NOT JUST FROM COGNITIVE TO DEVELOPMENT DISABILITIES BUT TO PHYSICAL AND COMMUNICATION, TO PEOPLE WITH LIMITED ENGLISH proficiency, IT BRINGS ALL THESE PEOPLE TOGETHER AND THEY ARE TRYING TO GO TO EMERGENCY SHELTERS AND MAKE ASSESSMENTS. THEY ARE THE ONES THAT WOULD HELP MAKE THE ACCOMMODATION NEEDS SO PEOPLE CAN STAY IN THEIR POPULATION SHELTERS. IT'S NEW AND UP AND coming. PIERCE COUNTY HAS STARTED WORKING FOR A COUPLE YEARS. KITSAP HAS STARTED THEIR TRAINING.

>> DEBORAH WITMER: THEY ARE JUST GETTING READY FOR THE SECOND ONE.

>> CLALLUM COUNTY JUST HAD ONE, SO THEY ARE GOING THROUGH THEIR

CONVERSATIONS TO BECOME UP AND RUNNING.

>> DEBORAH WITMER: IS THERE A PUSH TO MAKE THIS STATE-WIDE? IF I COULD PUT MY advocacy HAT ON FOR A FEW SECONDS, IF YOU DON'T HAVE THAT IN YOUR COMMUNITY, IT'S GOING TO NEED A PUSH FROM BELOW. IF YOU DON'T HAVE IT IN YOUR COMMUNITY, THE "FAST" PROGRAM, START TALKING ABOUT IT WITH THAT PROGRAM. IT'S A HUGE RESOURCE FOR SHELTERS THAT MAY BE OVERCOME, REGARDING WHAT MIGHT COME AND WHAT THEY CAN DEAL WITH.

>> IT'S GROWING NATIONWIDE. A LOT OF OTHER STATES HAVE IT AND THEY ARE LOOKING TO CALIFORNIA THAT STARTED IT IN 2006 AND THEN PIERCE COUNTY TO SEE HOW WE HAVE ADAPTED IT. WE WOULD LIKE TO SEE IT GO STATEWIDE. DANIELLE ATTENDED ONE OF THE trainings, AND ALSO CELIA BUSH WENT TOO. ANYBODY CAN CALL PIERCE COUNTY AND TALK TO THEM ABOUT IT.

THE WITNESS: THIS HAS ALMOST FLOWN BY. WE HAVE FIVE MINUTES LEFT. IT'S RIDICULOUS HOW FAST THIS GOES.

SHELTERING, I COULD TALK ABOUT THIS ALL DAY. WE HAVE IDENTIFIED A NUMBER OF GAPS. I HAVE HEARD SOME THINGS FROM PEOPLE ABOUT THINGS THAT ARE NEED TO KNOW, PEOPLE THAT THEY NEED TO COMMUNICATE AND PARTNER WITH. WHAT THOUGHTS ARE YOU HAVING? WHAT ELSE DO WE NEED TO SAY HERE ABOUT SHELTERING? YEAH?

>> WHAT ABOUT BEING ABLE TO GET SOMEBODY THAT CAN'T DRIVE OR HAS NO TRANSPORTATION, GETTING THEM FROM THEIR HOME TO A SHELTER?

>> DEBORAH WITMER: THAT WILL BE A HUGE ISSUE. I WILL DO THE

facilitator THING AND PASS IT OFF TO THE NEXT GUY.

TRANSPORTATION IS NEXT, AND THAT'S A HUGE ISSUE THAT YOU WILL NEED TO TALK ABOUT IN TRANSPORTATION. WE CAN SHELTER, BUT IF WE CAN'T GET YOU THERE —

>> AS FAR AS SHELTERING GOES, I HAVE BEEN RUNNING IN AND OUT SO I MAY HAVE MISSED IT, IF IT'S BEEN COVERED — A LOT OF TIMES DURING INCLEMENT WEATHER CONDITIONS, I HAD THIS WITH ONE OF MY participants, THE BASEBOARD HEATERS WENT OUT. THE WIRES HAD contracted AND EXPANDED SO MUCH THAT THEY WERE NO LONGER CONNECTED. IT WAS DURING THE COLDEST PARTS OF THE WINTER WHERE IT WAS ALMOST AT ZERO. SO IT DOESN'T JUST HAPPEN WITH ONE CLIENT, IT'S GOING TO HAPPEN COUNTYWIDE.

WITH SHELTERING AND THOSE IN THE INTELLECTUAL, DEVELOPMENTAL, AND DISABILITIES COMMUNITIES, WHAT ARE THEIR ACCESS TO BEING ABLE TO GET HELP WHEN THEY ARE IN THOSE CONDITIONS? THEY MAY BE IN SHELTER AND SAFE FROM OUTSIDE CONDITIONS, BUT YOU CAN ONLY GO SO LONG WITHOUT HEAT. IT'S NOT ALWAYS SAFE TO HAVE A SPACE HEATER.

I HAVE SEVERAL PARTICIPANTS THAT HAVE hoarding TENDENCIES, AND WITH THE SAFETY SWITCHES ON THE HEATERS, IT'S STILL A FIRE hazard AND NOT SOMETHING THAT I CAN FEEL GOOD ABOUT AS FAR AS SAFETY GOES IN PROVIDING FOR MY CLIENTS. SO WHAT DO YOU DO IN THAT SCENARIO WHERE THEY ARE SHELTERED AND THEY ARE SAFE FROM THE ELEMENTS, BUT THEY DON'T HAVE THE ABILITY TO GO TO LIKE A

LOCAL SHELTER, AND THERE IS NO POWER, THERE IS NO HEAT?

>> WOULD YOUR CLIENT WANT TO GO TO A LOCAL SHELTER IN THAT CASE?

>> IF IT WAS AVAILABLE.

>> SO IT'S A TRANSPORTATION ISSUE AT THAT POINT?

>> YEAH.

>> I CAN ADD ONE THING: THIS HAPPENED WITH US DURING THE ICE STORM OF January 2012, WE HAD AN EXTENDED CARE FACILITY THAT lost power SO THEY HAD NO HEAT. KNOWING HOW COMPLICATED IT IS TO EVACUATE AND SHELTER A NURSING HOME POPULATION, WE SIMPLY ASSISTED. WE COULDN'T PROVIDE THEM WITH A GENERATOR BECAUSE IT WOULD BE A GIFT OF PUBLIC FUNDS, AND WE SENT THE FIRE MARSHAL OVER TO MAKE SURE THAT THEY HOOKED IT UP SAFELY. SO I'M WONDERING IF IT WAS A SPACE HEATER ISSUE BECAUSE THEY HAD POWER BUT IF IT WAS AT THE BASEBOARDS, IF IT'S POSSIBLE THAT THERE COULD PUT SOMETHING ON THEM, AND THAT'S THE CHALLENGE —

>> THAT EMERGENCY FUNDING, IT'S A GREAT TOOL TO BE ABLE TO USE, LIKE PUTTING IN AN RER —

>> DEBORAH WITMER: WHAT'S AN "RER"?

>> EMERGENCY FUNDING TO COVER LIVING EXPENSE THROUGH DDA. YOU HAVE TO MEET CERTAIN REQUIREMENTS IN ORDER TO BE ABLE TO OBTAIN AN RER.

ANYWAY, THAT GOES TO THE RESOURCE MANAGER OF DDA AND GETS APPROVED FROM THERE AND THEY WILL CUT A CHECK TO COVER THAT EXPENSE. IT TAKES TIME, NUMBER 1.

NUMBER 2, RESOURCES WILL BE SPREAD ALREADY DAMN THIN, LIKE IN THE EVENT OF SUPER INCLEMENT WEATHER LIKE THE SNOWSTORM. SO IN ORDER TO GET THE PURCHASES OR RENTALS WILL BE ALMOST IMPOSSIBLE.

ARE WE ABLE TO OBTAIN LIKE THROUGH A GRANT OR SOME TYPE OF FUNDING GENERATORS THAT WE CAN BRING OUT AND HOOK UP IN THE EVENT OF INCLEMENT WEATHER FOR THOSE WHERE IT'S MEDICALLY NECESSARY THAT THEY MAINTAIN HEAT?

>> THEY USUALLY DON'T SPECIFICALLY EXCLUDE THEM, generators, LIKE THE Renton FOOD BANK GOT A GENERATOR — GRANTS DON'T LIKE GENERATORS FOR SOME REASON. THEY WILL PAY FOR TRANSFER SWITCHES BUT NOT GENERATORS.

>> THE TRANSFOR SWITCH IS THE KEY. IT MAKES IT A LOT EASIER TO PUT IT IN. THE GRANT SITUATION DOESN'T WORK WITH THAT.

>> THE IDEA OF THIS WHOLE FORUM IS TO PREVENT FOREST FIRES, YOU KNOW? IT'S THE WAY THINGS KIND OF WORK IS SO DEFICIT-BASED WE ARE CONSTANTLY PUTTING OUT THE FIRES INSTEAD OF PREVENTING THEM AND BEING ABLE TO OBTAIN THE ITEMS PRIOR TO AN EVENT LIKE THIS IS SO CRUCIAL TO MAKE SURE THAT OUR VULNERABLE POPULATIONS ARE SAFE.

>> DEBORAH WITMER: MAYBE YOU COULD — ONE OF THE THINGS I SEE THE GOVERNMENT SIDE DO IS SIGN MOU'S, MEMOS OF AGREEMENT, OR SOMETHING, THOSE KINDS OF THINGS. MAYBE THAT'S SOMETHING THE NON-PROFIT SECTOR SHOULD TAKE A PAGE OUT OF THEIR BOOK AND START LOOKING AT IN THAT EXACT SITUATION, WHAT WOULD I NEED AND HOW

COULD I ARRANGE FOR SOMETHING LIKE THAT TO BE AVAILABLE? WHO MIGHT YOU BE ABLE TO CALL AND KNOW AHEAD OF TIME WHO WAS GOING TO PAY FOR IT? WHO IS GOING TO MAKE SURE THE TRANSFER SWITCH, WHATEVER THAT IS, HAPPENS THE WAY IT NEEDS TO? I DON'T MEAN TO LEAK OVER INTO PREPAREDNESS BUT THAT'S ONE MECHANISM THAT THE GOVERNMENT SIDE USES IS REALLY TRYING TO LOOK AHEAD AND MAKE AGREEMENTS TO HAVE THOSE THINGS IN PLACE IN AN EMERGENCY. THAT MIGHT BE SOMETHING THAT YOU SHOULD LOOK AHEAD TO.

I HATE IT IN MEETINGS BECAUSE PEOPLE WILL STAND UP AND SAY "WHO IS GOING TO PAY FOR IT?" I CARE, I HAVE DOCUMENTATION, AND I TOTALLY GET THAT, SO MAYBE WE NEED TO HAVE THOSE CONVERSATIONS AHEAD OF TIME.

>> RIGHT. YOU CAN GET EMERGENCY FUNDS allocated FROM THE FEDERAL GOVERNMENT TO COVER LARGE POCKETS OF DISASTER RELIEF.

>> THEY COME LONG AFTER IT'S OVER, THOUGH.

>> IN THE MIDDLE OF IT THERE IS NO WAY, EVERYTHING IS STRETCHED SO THIN YOU CAN'T GET A STICK OF GUM.

>> DEBORAH WITMER: PREPLANNING IS PROBABLY KEY.

WELL, WE HAVE COME TO OUR TIME. AS AN OLD STAGE MANAGER I'M A STICKLER FOR STARTING AND ENDING ON TIME. I WANT TO THANK YOU. ALL THE ONES I'VE DONE SO FAR, I'M REALLY SENSING YOU ARE GETTING A CHANCE TO DELVE INTO SOME OF THESE THINGS AND HOPEFULLY COMING AWAY WITH IDEAS THAT HELP.

ONE MORE TO GO. I'M REALLY PLEASED. WE WILL TALK MORE AT THE
END. THANK YOU VERY MUCH FOR YOUR TIME AND ATTENTION. TAKE A
SHORT BREAK. WE ARE SHORTENING IT A LITTLE BIT SO WE ARE NOT
OUT OF HERE PAST 4:30. THANK YOU.

>> THANK YOU.

(BREAK.)

** TRANSPORTATION **

>> IN THIS SESSION WE ARE GOING TO TALK ABOUT — ARE YOU
COMFORTABLE WITH THE SCENARIO? WINTER WEATHER? FREEZING RAIN?
ALL THAT BAD STUFF?

WE ARE GOING TO TALK ABOUT TRANSPORTATION AND HOW WE ARE
TRANSPORTING GOODS TO THOSE INDIVIDUALS AND WHAT IT LOOKS LIKE.
WE WANT TO HEAR FROM THE DISABILITY COMMUNITY AND WHAT ARE YOUR
MAJOR CONCERNS IN A SCENARIO LIKE THIS. WE WANT TO HEAR FROM
EMERGENCY MANAGEMENT, WHAT ARE YOUR CONCERNS AND ADDRESSING
THOSE CONCERNS FROM THE DISABILITY ORGANIZATIONS AND ALSO FROM
FIRST RESPONDERS OR SELF-ADVOCATES OR WHOEVER ELSE WE HAVE OUT
THERE.

BEFORE WE START CAN I GET A SHOW OF HANDS OF WHO IS A FIRST
RESPONDER? WHO DO WE HAVE FROM EMERGENCY MANAGEMENT? GREAT.
COMMUNITY-BASED ORGANIZATIONS? SELF-ADVOCATES? GOOD. I WILL
LET JOHN INTRODUCE HIMSELF.

>> JOHN ROCHFORD: I'M JOHN ROCHFORD AND I'M WITH THE ACCESS

PROGRAM WHICH PROVIDES RIDES FOR elderly PEOPLE WHO ARE NOT ABLE TO USE THE BIG BUS. I GOT INTO THIS KIND OF CONVERSATION AROUND THE HOWARD HANSON DAM SITUATION WHERE THIS AREA ITSELF WOULD HAVE BEEN UNDER WATER. THAT WAS MY baptism WITH WORKING WITH THE DISABLED COMMUNITY VIS-A-VIS TRANSPORTATION. WE STARTED TALKING ABOUT ALL THE VULNERABLE GROUPS, MANY WHICH WERE NOT ACCESS CUSTOMERS, BUT PEOPLE IN NEED AND SUCH.

SINCE THAT TIME I HAVE GOT MORE roped INTO THESE CONFERENCES. FOR THIS SCENARIO WHAT I'M IMAGINING IS IF KING COUNTY, UNDER A LOT OF SNOW, WE GO TO OUR EMERGENCY SERVICES NETWORK. WE ARE RESTRICTING THE AMOUNT OF BUS SERVICE THAT WE KNOW WHAT WE CAN RELIABLY PULL OFF. WE HAVE WORKED WITH THE MUNICIPALITIES, THESE ARE THE ROADS THAT ARE PLOWED AND THIS IS WHAT WE CAN PROVIDE.

FOR ACCESS WE ARE TALKING ABOUT LIFE-SUSTAINING MEDICAL. WE ARE FOCUSING ON PEOPLE WHO HAVE DIALYSIS OR METHADONE TREATMENT AND FOLKS LIKE THAT. SO FOR THIS CONTEXT RESOURCES ARE REALLY LIMITED. WHAT WE CAN DO IS GOING TO BE A CHALLENGE on its own, SO I'M GOING TO BE INTERESTED TO HEAR ABOUT WHAT OTHER RESOURCES WE CAN LEVERAGE FROM OUR COMMUNITY PARTNERS TO TALK ABOUT MEETING SOME OF THOSE NEEDS. SO FIRST ACCESS ISN'T GOING TO WORK FOR ME TODAY.

>> I'M JOHN MORRISON AND I WORK WITH THE KING COUNTY TRANSPORTATION, HUMAN SERVICE PROVIDERS AND OTHERS WHO ARE

INTERESTED IN IMPROVING TRANSPORTATION, PARTICULARLY AROUND ISSUES OF ACCESS AND SERVICE QUALITY. I'M THE MOBILITY MANAGER FOR KING COUNTY. HOPE LINK IS MY HOME AGENCY, AND THEY PROVIDE TRANSPORTATION SERVICES AND HUMAN SERVICES. MY OFFICE IS ON THE EASTSIDE AND I WORK ALL AROUND THE COUNTY. I'M PLEASED TO BE YOUR NOTETAKER THIS MORNING.

>> DANIELLE BAILEY: MY NAME IS DANIELLE BAILEY, I WORK WITH FEMA, REGION 10, AND I'M A DISABILITY INTEGRATION SPECIALIST. MY PRIMARY ROLE WITH FEMA IS TO INSURE THE accessibility OF ALL FEMA PROGRAMS, SO EFFECTIVE COMMUNICATION, THE PHYSICAL ACCESSIBILITY OF WHEREVER FEMA IS DELIVERED IN A DISASTER STATE, AND IN A STEADY STATE IT'S ABOUT THINGS LIKE THIS, WORKING WITH DISABILITY ORGANIZATIONS, EMERGENCY MANAGEMENT, AND FINDING PATHWAYS AND HOW WE CAN WORK BETTER TOGETHER.

WE WILL GO AHEAD AND GET STARTED AND TALK MORE ABOUT THE TRANSPORTATION PIECE. FROM YOUR GUYS' PERSPECTIVE WHAT ARE SOME OF THOSE CRITICAL ISSUES AROUND TRANSPORTATION IN A SCENARIO LIKE THIS? IF YOU HAVE A CONCERN AND YOU HAVE A RESOURCE OR SOMETHING THAT YOU HAVE USED IN THE PAST, GO AHEAD AND STATE THAT AS WELL. HAS ANYBODY FROM THE DISABILITY COMMUNITY HAD ANY EXPERIENCES OR CONCERNS THAT THEY WANT TO TALK ABOUT?

>> I'M 100 PERCENT BLIND AND I HAVE A LOT OF STUFF AT HOME FOR SELF-RELIANCE, BUT WHAT IF SUPPLIES RUN OUT OR I HAVE NO MORE

HEAT SOURCE? WHAT IS AVAILABLE FOR ME TO BE ABLE TO GET FROM WHERE I'M LIVING AT TO AN EMERGENCY SHELTER?

>> IN THE PAST WHAT HAVE YOU DONE?

>> I HAD TO RELY ON FAMILY MEMBERS. MY BROTHER LIVES 45 MINUTES TO AN HOUR AWAY. ARE THERE DIFFERENT THINGS THAT ARE GOING TO BE SET UP OR CAN be set UP? I KNOW THERE ARE A LOT MORE PEOPLE THAT WILL BE IN MORE WORSE SITUATIONS, BUT IF I GET TO THE POINT WHERE BEING ON MY OWN AND IN MY OWN HOME IS NO LONGER AN OPTION, HOW CAN I GET FROM WHERE I AM AT TO A SHELTER?

>> DANIELLE BAILEY: ARE THERE OTHER ORGANIZATIONS THAT HAVE ADDRESSED THAT PIECE IN WORKING WITH SOME OF THE INDIVIDUALS THAT THEY SUPPORT? HOW DO YOU SUPPORT THOSE INDIVIDUALS WHO MAY NEED EXTRA ASSISTANCE IN A DISASTER?

>> WE PULL OUR OWN VEHICLES, OBVIOUSLY, BUT THAT'S LIMITED AROUND THE CONDITIONS. WE LOOK AT FAMILY RESOURCES, SO IT'S PRETTY SHOOT-FROM-THE-HIP.

>> DANIELLE BAILEY: WHAT DO YOUR PLANS LOOK LIKE?

>> YES, USE OUR RESOURCES. ALL OUR TRANSPORTATION VEHICLES, MY FOUR-WHEEL DRIVE, BUT THOSE MIGHT BE LIMITED. I'M THINKING OF A SNOW SCENARIO. OUR PLAN IS TO USE THAT FIRST.

>> ONE OF THE ISSUES THAT WE HAVE IS IF THERE IS A ROAD THAT ISN'T PLOWED, NOT ONLY GET OUT BUT PEOPLE CAN'T GET IN TO HELP THEM. ALTHOUGH A FOUR-WHEEL DRIVE CAN NAVIGATE SOME AREAS, NOT ALL, AND I KNOW IN RENTON IF WE HAVE AN URGENT NEED TO GET IN

FOR A 911 CALL WE HAVE TRACKING CHIPS IN ALL OF THEM AND THEY CAN MOVE THROUGH AND PLOW AHEAD OF THE RESPONDERS.

I'M WONDERING IF THERE IS A MEANS TO IDENTIFY LIKE HOW CRITICAL IS THE NEED AND TO DO TRIAGE? COULD YOU WAIT FOUR, FIVE HOURS TO MAP IT IN SOME WAY SO YOU COULD GET A SNOW PLOW SPECIAL CUT THROUGH TO BE ABLE TO GET PEOPLE IN AND OUT? I DON'T KNOW IF THERE IS. I DON'T KNOW OF ANY SYSTEMS THAT DO THAT. IF THEY CAN REROUTE AIR TRAFFIC I'M SURE THERE IS A PROGRAM TO MAP INDIVIDUAL CALLS FOR ASSISTANCE, MAP THEM AND TIE THEM TO TIME SENSITIVITY AND FIGURE OUT A ROUTE — THE ROAD NOT BEING PLOWED SO MUCH, THAT'S A BIGGER CHALLENGE.

>> DANIELLE BAILEY: HOW DOES THAT WORK FROM AN EMERGENCY MANAGEMENT PERSPECTIVE?

>> MY OTHER HAT IS PUBLIC WORKS, AND IT JUST TAKES A CALL. IF WE KNOW THERE IS A NEED, THAT'S WHERE THE PLOW WILL GO. IT'S NOT A DIFFICULT THING TO DO.

BUT THE INTERESTING THING IS GETTING NEED COMMUNICATED. AS DEB SAID, WHAT IS TRIAGE ON THESE? IF WE ARE GETTING A LOT OF THOSE TYPES OF CALLS WE HAVE TO GO THROUGH A TRIAGE SYSTEM AND DECIDE WHAT TO DO.

>> CAN YOU SKETCH OUT HOW THE CALL GETS NAMED? WE HAVE A CITIZEN THAT IS HOUSE-BOUND, NEEDS TO GET OUT, WHAT WOULD BE THE LADDER THEY WOULD GO OUT?

>> USUALLY IT WOULD RISE TO OUR ATTENTION THROUGH 911, AND OF

COURSE THAT CREATES CHALLENGES BECAUSE 911 WILL BE OVERLOADED AND THEY DON'T WANT PEOPLE CALLING FOR NON-EMERGENCY THINGS, AND WHEN YOU SAY YOUR HEAT IS OUT, THAT'S REALLY NOT A 911 CALL, BUT IT'S CERTAINLY A CALL THAT HAS SOME TIME FRAME URGENCY ASSOCIATED WITH IT.

USUALLY IT COMES THROUGH 911 WITH THE CITY OF RENTON, AND THE OTHER THING WE FOUND, BECAUSE WE CAN'T GUARANTEE WE CAN MONITOR IT, BUT WE FOUND A LOT OF USEFULNESS WITH SOCIAL MEDIA. WE HAVEN'T USED IT TO CONNECT PEOPLE WITH RESOURCES, BUT SOMEONE PUT ON OUR FACEBOOK PAGE, "MY NEIGHBOR IS TAKING A BARBECUE INTO THEIR HOUSE, THAT DOESN'T SEEM LIKE A GOOD IDEA," SO EVEN THOUGH WE CAN'T GUARANTEE SOCIAL MEDIA, WE DID HAVE SOME SUCCESS IN MONITORING THAT WAY.

I'M WONDERING WHAT ROLE SOCIAL MEDIA MIGHT HAVE IN THE FUTURE. WE ARE NOT THERE BECAUSE WE DON'T HAVE THE STAFFING, BUT USUALLY 911 AND SOME THINGS COME IN VIA SOCIAL MEDIA.

>> HOW DO YOU CONNECT WITH YOUR DEPARTMENT OF PUBLIC WORKS, FOR EXAMPLE?

>> OUR PUBLIC WORKS FOLKS, THEY HAVE AN ACTIVE DOC, DEPARTMENT OPERATIONS CENTER, AND WE ARE IN DIRECT COMMUNICATION WITH THEM AND THEY HAVE A PUBLIC WORKS PERSON SITTING THERE AT THE SAME TIME. I WOULD SAY OUR COMMUNICATION IS EXCELLENT. SO THOSE NEEDS ARE BEING SHARED. THAT'S THE PURPOSE OF A DOC.

>> I WAS JUST WONDERING WHEN YOU ASKED THE DIRECTED

QUESTIONS, HOW WOULD SOMEBODY FROM A COMMUNITY-BASED ORGANIZATION MAKE THIS CALL, I'M WONDERING ABOUT THE INDIVIDUAL WHO IS NOT SUBSCRIBED INTO INDEPENDENT LIVING, HOW DO THEY KNOW IS IT 911? SHOULD I CALL SOMEONE ELSE? EDUCATING THE GENERAL PUBLIC, NOT SUBSCRIBED TO A CBO'S, HOW WOULD THEY BE AWARE OF IT?

>> DANIELLE BAILEY: DO ANY EMERGENCY MANAGEMENT AGENCIES, DO THEY HAVE ANY COMMUNITY-based DISABILITY ORGANIZATIONS OR GROUPS, DOOR-TO-DOOR, ANYTHING LIKE THAT THAT ADDRESSES NEEDS ON AN INDIVIDUAL BASIS, AND IT MAY NOT BE PEOPLE THAT ARE CONNECTED WITH A COMMUNITY-BASED ORGANIZATION FOR ANY TYPE OF REGISTRY OR ANYTHING LIKE THAT.

>> WELL, A LOT OF OUR COMMUNITIES HAVE CO-ADS (PHONETIC) THAT ARE ASSOCIATED WITH A CITIZEN CORE, SO IN OUR CORE WE HAVE OUR CO-AD TRYING TO MATCH THE RESOURCES WITH THE NEED, SO WE HAVE ONE OF THOSE PERSONS SITTING AT OUR TABLE AS FAR AS OUR ECC TO BE ABLE TO COMMUNICATE WITH THAT PERSON.

A PRIME EXAMPLE, PUGET SOUND ENERGY HAS A CENTER IN OUR BACK YARD, AND DURING THE SNOW EVENT THEY COULDN'T GET THEIR EMPLOYEES TO WORK AT PUGET SOUND ENERGY SO THEY ASKED US TO PLOW A TERTIARY ROAD. IT WASN'T GETTING PLOWED REGULARLY. THEY MADE A CALL TO OUR ECC, AND IT WAS A BASIC CITIZEN THAT GOT CONNECTED FROM THE CO-AD TO US, SO WE STARTED TO PLOW THEIR ROAD SO THE EMPLOYEES COULD GET TO WORK.

>> DANIELLE BAILEY: COULD YOU GIVE US MORE INFORMATION ABOUT CO-AD.

>> YEAH, CO-AD, AND THAT IS "COMMUNITY ORGANIZATIONS ACTIVE IN DISASTER." CITIZEN CORE IS AN AFFILIATE OF volunteerism IN COMPONENTS OF THE CERT PROGRAM, EMERGENCY RADIO SERVICES —
>> VOLUNTEERS AND POLICE SERVICE.

>> — NEIGHBORHOOD BLOCK WATCHES, SO THAT CORE OF VOLUNTEERS, THEY ARE OUT IN OUR COMMUNITY AND WE AFFILIATE THEM WITH THE REGISTRY, SO WITH OUR CITIZEN CORE I SIT ON THE BOARD AS A CERT REPRESENTATIVE, SO WE HAVE OUR PEOPLE TO BE OUT THERE.

>> DANIELLE BAILEY: AND THAT'S COMMUNITY EMERGENCY RESPONSE TEAMS?

>> YEAH.

WE HAD THIS DISCUSSION ABOUT THE CERTS AND VOLUNTEERS, THAT YOU CAN HAVE THAT CONNECTION WITH US FOR TRANSPORTATION. A COUPLE HAM RADIO OPERATORS ARE WELL-EQUIPPED WITH RADIOS AND CARS AND SOME WERE TRANSPORTING INDIVIDUALS FOR DIALYSIS BECAUSE THEY GOT THEIR HUMMER TO BRING THEM TO DOWNTOWN SEATTLE. YOU CAN'T ALWAYS RELY ON IT, BUT IT MAY FEEL —

>> HOW MANY CITIES HAVE THAT CONNECTION?

>> NOT MANY. RENTON HAS ONE, AND I THINK ANOTHER CO-AD, AND OTHER THAN THAT I THINK THOSE ARE THE ONLY OTHER CO-ADS IN THE COUNTY.

>> DANIELLE BAILEY: I'M INTERESTED IN LOOKING MORE INTO THAT.

DO YOU GO ON LINE AND LOOK UP SOME OF THESE THINGS?

>> THEY ARE ON OUR WEB SITE. ACTUALLY WE PROBABLY KNOCKED ON MOST DOORS IN THE FAITH COMMUNITY, WHERE WE ARE STARTING TO BRANCH OUT AND WE HAVE AN INTERN DEDICATED TO THAT, REACHING INTO THE BROADER COMMUNITY AND SEEING WHERE WE HAVE MISSED. WE DON'T HAVE MANY THAT ARE NOT INDIVIDUAL FAITH ORGANIZATIONS. WHEN WE FIRST trolled AND WERE SEEKING INTEREST, THAT'S WHO CAME. WE HAD A MEETING IN NOVEMBER 2007 TO LOOK AT ALL OF SOUTH KING COUNTY WHO WAS INTERESTED. WE HAD THE REDMOND ONE. WE ENDED UP WITH 88 AGENCIES. 44 WERE IN RENTON AND TO THIS DAY WE HAVE 45, 48 ORGANIZATIONS THAT HAVE RETAINED MEMBERSHIP. WE KNOCKED ON EVERY DOOR. WE GOT WHO WE GOT AND IT'S JUST A MATTER OF THE RESOURCES TO DO outreach. IF MORE PEOPLE KNEW ABOUT CO-ADS, MORE ORGANIZATIONS WOULD ENGAGE WITH IT.

>> THEN THE STATE HAS THE STATE CO-AD WHERE THEY CAN TRICKLE DOWN TO.

>> THERE IS A DISTINCTION WITH CO-ADS, THE MISSION IS TO FOCUS ON THE RECOVERY PHASE, SO A LOT OF ORGANIZATIONS MAY HAVE A ROLE AND RESOURCES THAT CAN PONY UP FOR RESPONSE, WHICH IS WHAT WE ARE TALKING ABOUT HERE. THEY ARE REALLY ORIENTED IN GETTING THE HUMAN NEEDS MET.

SOME CO-AD ORGANIZATIONS ARE skittish ABOUT OPERATIONAL THINGS. THEY DON'T WANT TO BE ON THE SPOT OR THEY FEEL NERVOUS ABOUT IT. THERE IS A WAY WE COULD WORK INTO THE CONVERSATION. WHEN

SOMEONE DOESN'T HAVE A BED AFTER A DISASTER THEY WILL HELP SOMEONE GET FURNITURE. IT'S USUALLY DONE IN A NON-EMERGENT SITUATION.

I DON'T KNOW IF YOU GUYS HAVE DONE THIS, BUT WE HAVE A SEAT IN OUR CO-AD REPRESENTATIVE AND WE HAVE LAYERS AND WE FAN OUT THE SUPPORT TREE. WE TAP THEM FOR THAT BUT IT'S KIND OF AN UNEASY GRAY AREA FOR A CO-ADD, FOR US.

>> I AGREE. IT IS MORE CENTERED ON RECOVERY FOR THOSE WITH RESOURCES AND THOSE WHO ARE WITH NEEDS AND MATCHING THEM UP.

>> DANIELLE BAILEY: SO THE CERT TEAMS WOULD BE MORE THE RESPONSE?

>> TYPICALLY. FOR US WE ARE JUST STARTING TO DEAL WITH THE 800- POUND GORILLA. THE COURSES HAVE BEEN A TRAINING CENTER, CATCH AND RELEASE, I CAUGHT THEM AND TAUGHT THEM AND LET THEM GO. NOW I AM TRYING TO BUILD TEAMS WITHIN MY HUBS WITHIN NEIGHBORHOODS TO UTILIZE THEM RATHER THAN JUST SAY "GOOD LUCK WITH YOUR TRAINING."

>> THAT'S WHERE WE ARE AT AS WELL. MAYBE YOUR PROGRAM IS IN BETTER SHAPE. WE HAVE TRAINED OVER 400 PEOPLE, BUT UNLESS THEY GET TOGETHER AND PRACTICE REGULARLY THEY ARE NOT cohesive TEAM. SO WHAT YOU HAVE IS ONE-SIES, TWO-SIES, AND THEY ARE NOT A VIABLE FORCE.

I DON'T KNOW IF YOU ARE MORE SUCCESSFUL WITH TEAMS. IT'S A CHALLENGE WITH CERT PROGRAMS EVERY TIME THEY HAVE BEEN FORMED.

I THINK WHERE THEY ARE AT, LIKE ON OUR BLOCK, THAT PERSON WOULD DO VERY WELL AND BE BOLD ABOUT KNOWING WHO THEIR NEIGHBORS ARE, BUT AS FAR AS BEING A FORCE FOR MAKING A DIFFERENCE AS A TEAM, WHICH IS HOW THEY ARE INTENDED, WE ARE NOT VERY ROBUST THAT WAY. I THINK THEY ARE IMPORTANT, BUT WITHOUT BEING IN A TEAM THEY ARE NOT AS EFFECTIVE AS IF THEY WERE IN TEAMS.

>> WE HAVE GOTTEN INTO A LOT OF THE VOLUNTEER PARTS OF IT. I WANT TO GET BACK INTO TRANSPORTATION BECAUSE THAT'S PART OF OUR CHARGE HERE.

WHAT ABOUT GETTING ITEMS AND THINGS DELIVERED TO PERSONS? THE EXAMPLE IS I NEED TO GO TO A SHELTER, BUT WHAT ABOUT GETTING HEAT TO THAT RESIDENCE? PROPANE OR SOME OTHER TYPES OF STUFF? WHAT OTHER RESOURCES DO WE HAVE TO GET MEDICAL SUPPLIES OR FUEL TO KEEP PEOPLE IN THEIR HOMES?

>> THAT'S THE HARD POINT. WITH OXYGEN YOU NEED SPECIAL REGULATIONS. PROPANE IS CONSIDERED A HAZARDOUS CHEMICAL TO SOME DEGREE, SO I COULDN'T PING ONE OF MY VOLUNTEERS TO SAY GO PICK UP —

>> YEAH, I THINK FROM OUR PERSPECTIVE — I CAN'T SPEAK FOR THE WHOLE COMMUNITY — BUT EMERGENCY MANAGEMENT, IF YOU'VE TRIED EVERYTHING YOU KNOW HOW TO YOU DO, THAT'S THE FIRST QUESTION WE WILL ASK YOU, IF YOU HAVE CHECKED ALL YOUR RESOURCES, AND YOU HAVE DONE EVERYTHING YOU CAN DO TO RESOLVE, AND IF THE ANSWER IS YES, THEN WE WILL TRY TO SEE WHAT WE CAN DO WITH OUR RESOURCES.

WE ARE NOT IN THE BUSINESS OF DELIVERING FIVE GALLONS OF GAS TO A HOUSE. WHAT WE CAN DO IS IF WE NEED TO REROUTE SNOW PLOWS, AS DEB WAS TALKING ABOUT, TO CLEAR A ROUTE SO A COMMERCIAL PROPANE TRUCK CAN GET IN, WE MAY BE ABLE TO, DEPENDING ON THE SITUATION, AND I DON'T WANT TO SELL THAT THIS WOULD WORK FOR EVERY INDIVIDUAL BECAUSE IT JUST CAN'T, BUT WE CAN BE IN THAT ROLE OF SAYING WE HAVE A LIST OF RESOURCES, WE KNOW WHERE SOME OF THIS STUFF IS, AND IF THEY DON'T THE COUNTY DOES, AND THEN THE STATE.

IF YOU NEED PROPANE, HERE ARE SOME SUPPLIES. IF THEY CAN'T GET THERE, WE WILL COORDINATE THE PLOW WITH THE PROPANE TRUCK.

THOSE TYPES OF SERVICES ARE MORE WHAT WE ARE GEARED FOR DOING.

>> I WOULD AGREE TOO THAT THE CHALLENGE IS THE SAME REASON IF WE HAVE MASSIVE SHELTERING THAT NEEDS TO TAKE PLACE ACROSS THE REGION, WE HAVE TALKED ABOUT A REGIONAL SHELTER AS OPPOSED TO INDIVIDUAL CITY SHELTERS.

PART OF THE REASONS IS STAFFING, BUT ANOTHER IS RESOURCES. EVEN IN RENTON, IF WE HAVE ONE SHELTER SET UP, WE DON'T WANT TEN THAT CAN'T BE SELF-SUSTAINING. IT COMES DOWN TO THE LOGISTICS. THE IDEA OF TAKING GAS TO SOMEBODY, GAS OR FOOD OR WHATEVER, WE WOULD RATHER COLLECT THE PEOPLE AND TAKE THEM TO A GENERAL SHELTER THAN DELIVERY RESOURCES. FRANKLY THAT TAKES MORE WORK AND MORE STAFF TIME TO GO DELIVERING AROUND THE NEIGHBORHOOD AND THEN WE WILL GET COMPLAINTS, "WHY DID YOU TAKE FIVE GALLONS OF

GAS?" WHY DID HE GET THAT AND I DIDN'T GET FIVE GALLONS OF GAS?" WE KNOW WE DON'T HAVE THE RESOURCES TO HAND-DELOIVER THAT STUFF.

LIKE IN THE INSTANCE OF A NURSING HOME, I THINK IT WOULD BE DIFFERENT TO SAY WE COULD DELIVER A RESOURCE THERE BECAUSE IT'S A POPULATION THAT IT WOULD BE VERY DIFFICULT AND TO TAKE SHELTER RESOURCES. IT'S MORE RESOURCE EFFECTIVE, BUT TO ONE-SIE, TWO-SIE THEM, THAT WOULD BE VERY CHALLENGING.

>> TO TAKE THAT FURTHER, I UNDERSTAND THE NEED TO PRIORITIES AND IN THE WORLD OF DISABILITY, PEOPLE INDEPENDENTLY LIVE IN THEIR HOMES, IT'S NOT ACCESSIBLE. DO YOU CREATE THAT KIND OF TRIAGE WHERE YOU prioritize WHERE THE FIVE GALLON OF GAS GOES TO KEEP SOMEONE AT HOME?

>> I WOULD NOT FORESEE US DELIVERING FUEL TO AN INDIVIDUAL residence OF ANY KIND. IF SOMEONE NEEDED THAT RESOURCE I WOULD SAY YOU NEED TO COME TO A SHELTER AND WE WOULD PROVIDE THE TRANSPORTATION. WE WOULD TRANSPORT PEOPLE TO A SHELTER, BUT IF WE ARE GOING TO PROVIDE RESOURCES TO SUSTAIN SOMEONE IN THEIR HOME, WE WOULD NOT START DOWN THAT PATH. THE ONLY DIFFERENCE IS THE NURSING HOME WHERE YOU HAVE 100 PEOPLE WHO NEED SPECIAL CARE, THEN IT'S MORE RESOURCE EFFECTIVE TO DO THAT.

>> THEN THERE IS THE COMPONENT OF A C-POD WHERE THERE IS A POINT OF DISTRIBUTION AND EVERYBODY WOULD HAVE TO COME AND CLOCK THE RESOURCES.

>> THAT'S A CHALLENGE FOR SOMEONE WHO CAN'T GET OUT IN THE FIRST PLACE. THE REASON FOR A C-POD IS NOT TO DELIVER TO INDIVIDUAL HOMES. WE ORIENT IT AROUND THE MOST EFFECTIVE DELIVERY METHOD. IF IT'S A C-POD AND SOMEONE STILL CAN'T GET THERE, WE WOULD SAY RUN A TRANSPORTATION ROUTE AND PICK PEOPLE UP.

>> THEN WHAT'S THE TRANSPORTATION? IF IT'S TWO FEET OF SNOW AND ICE AND THE BUS SYSTEM IS DOWN —

>> IF WE KNOW WE HAVE A NEED WE KNOW WE CAN MAKE A SPECIAL PICK UP AND RUN THE PLOW. WE CAN'T KEEP DOING IT IN A LONGER TERM EVENT. WE WOULD NEED TO PLOW IN, GET THE PEOPLE OUT WHO CAN'T SELF-SUSTAIN, AND THIS IS REGARDLESS OF DISABILITY. IF SOMEONE IS WITHOUT FOOD, HEAT, WHATEVER, IF THEY CAN'T STAY WHERE THEY ARE AT, WE CAN GO IN AND GET THEM BUT WE CANNOT CONTINUE TO SUPPLY THEM FOR THE DURATION OF THE EVENT.

>> I'M HEARING THAT YOU HAVE SOME AWARENESS OF SOME FACILITIES NEED MORE CARE, SO OBVIOUSLY THE EQUATION TILTS IN ANOTHER DIRECTION? HOW WELL DO YOU HAVE TO BE acquainted with THE SERVICES? NOT JUST FOR ONE PERSON, BUT ALSO THE INTENSITY OF WHAT THAT ONE PERSON MIGHT NEED? HOW DO YOU GET UP TO SPEED ON THAT?

>> THAT'S THE POINT OF WHY WE ARE HERE TODAY, IS TO CONNECT AND TALK ABOUT THIS AHEAD OF TIME, BUT ONE OF THE TAKE-AWAYS HERE IS IF YOU ARE A SERVICE PROVIDER AND YOU ARE PROVIDING SERVICE AT THEIR HOMES, TO TALK TO THE EMERGENCY MANAGER TO FIND OUT WHAT

THE CAPABILITIES ARE AND WHAT THE EXPECTATIONS ARE. IF YOU ARE IN THE BUSINESS OF DELIVERING SERVICES REMOTELY TO THE HOME ANYWAY, IT'S IN EVERYBODY'S BEST INTEREST TO MAKE SURE THAT YOU CONTINUE TO DO THAT.

NOW, WHEN IT GETS DOWN — WE ARE NOT IN THE BUSINESS AND WE DON'T HAVE THE RESOURCES TO CARE FOR EVERY INDIVIDUAL IN THAT HOME, BUT IF WE CAN KEEP YOU IN BUSINESS, THEN THAT'S A GOAL. IF WE CAN'T KEEP YOU IN BUSINESS WE WILL HAVE TO GO TO PLAN B, AND THAT MIGHT BE TRANSPORTING SOMEONE WHO CAN'T GET TO A FACILITY, SOMEHOW TO BE MORE EFFECTIVE.

>> I DON'T KNOW ENOUGH ABOUT SERVICE PROVIDERS.

LET'S TAKE OXYGEN DELIVERY. I DON'T KNOW ANYTHING ABOUT THEIR ROUTES AND THE NUMBER OF PEOPLE THAT THEY HAVE THAT THEY DELIVER TO, OR WHEN MRS. JONES IS DUE FOR HER REFILL. THERE WOULD MAYBE BE SOME VALUE IN HAVING SOME UNDERSTANDING OF THAT SO WE COULD LOOK AT HOW DOES THAT ALIGN WITH OUR EXISTING PLOW ROUTES? IS IT A MATTER OF WE CAN SUPPLY AN EXTRA 15 HOMES IF WE JUST PLOW THIS ONE ROAD? MAYBE WE COULD DO AN OVERLAY? IN THAT CASE IT WOULD BE MORE SUFFICIENT TO SAY LET'S PLOW THIS EXTRA ROAD KNOWING THERE ARE 15 PEOPLE ON THE OXYGEN DELIVERY ROUTE THAT WOULD BE ABLE TO STAY IN THEIR HOME, IF THAT'S ALL THAT THEY NEED IS. RIGHT NOW I DON'T KNOW WHO ALL THE DELIVERY SERVICE PROVIDERS ARE AND HOW THAT MATCHES UP WITH WHAT MY PLANS ARE.

>> BUILDING ON THE PREVIOUS COMMENTS, I'M THINKING OF HOW THIS

PLAYS OUT OVER TWO WEEKS, IF OXYGEN NEEDS TO BE REPLENISHED EVERY FIVE DAYS. YOU HAVE TO MAKE THREE LOOPS. ARE YOU GOING TO DO THAT, OR ARE YOU GOING TO SAY NO, WE WILL PICK YOU UP AND BRING YOU TO A SHELTER WHERE OXYGEN WOULD GO TO ONE SPOT. WE MAY DO IT ONCE, BUT WE'LL NOT REPEATEDLY BE TRYING TO PLOW. WE CAN'T MAINTAIN THIS EXTRA EFFORT.

>> IT'S AN EQUATION. YOU HAVE TO FIGURE IT OUT, TO SEE WHAT THE RESOURCES ARE.

>> IT'S THE JURISDICTION TOO. WE PLOW ALL THE ROADS.

>> EVERYONE NEEDS TO MOVE TO ISSAQUAH.

>> IN THE COUNTY THEY SAID 10 PERCENT OF THEIR ROADS. EVERY JURISDICTION HAS DIFFERENT PLOWING SCENARIOS THAT THEY PLAN FOR. YOU NEED TO BE AWARE OF WHAT THAT IS. AS DEB WAS SAYING, ESPECIALLY IF YOU ARE NOT BUYING EVERYTHING —

>> THE LAST THING THAT I WILL HEAR ABOUT THAT ISSUE — I KEEP HEARING EFFICIENCY, HOW WE CAN DO COST EFFICIENCY, AND THINGS LIKE THAT, BUT WHEN IT COMES TO THE WORLD OF CROSS-DISABILITIES WE NEED TO BE MORE CREATIVE AND THINK MORE OUTSIDE THE BOX TO BE ABLE TO PROVIDE THE SAME SERVICE THAT YOU WOULD PROVIDE ME, THAT CAN MOVE AND WALK THROUGH THE SNOW TO THE STORE. MANY PEOPLE WHO RECEIVE SERVICES, MANY OF THEM ARE HOMEBOUND BY CHOICE. THAT'S THEIR INDEPENDENCE.

>> IT'S NOT FOR LACKING OF WANT TO DO IT, THERE SIMPLY ARE NOT ENOUGH PEOPLE RUNNING SNOW PLOWS. THIS IS AN ISSUE EVERY TIME

WE HAVE A MAJOR SNOWSTORM. WHERE ELSE CAN WE GET SNOW PLOWS? MAYBE ALL THOSE LITTLE PARKING LOT PLOWS, MAYBE THEY COULD GO TO SIDE STREETS. IF WE DON'T KEEP THE MAIN ROUTES OPEN, MAYBE THE PLOWS WHICH IS ALL WE CAN COMMIT TO ON A MAJOR EVENT. IF WE DON'T KEEP THOSE OPEN NO ONE IS GOING ANYWHERE ANYWAY. IN ORDER TO KEEP THOSE PLOWED YOU CAN'T BE DOING THE TERTIARY ROADS. NOBODY IS GETTING THROUGH AGAIN THEN. IT'S A RESOURCE CHALLENGE JUST TO KEEP ROADS OPEN.

>> I WAS THINKING OF SKIER volunteers. IF I'M IN ONE BUSINESS — — THIS IS A CONSTRUCTIVE CRITICISM OF FEMA, IS REMEMBER THE 1,800 TRAILERS THAT WERE PARKED, THEY WERE ALL AVAILABLE, AND WE LOOKED AT IT ONLY IN ONE WAY? AS WE WERE LOOKING AT THIS PLAN — — THE STATE OF LIVING PLAN SAYS TO CREATE EMERGENCY PREPAREDNESS AND RESOURCES TO THE PEOPLE WITH DISABILITIES. SO WHEN I LOOKED AT THAT IT'S mind-boggling.

>> WHEN YOU SAID "SKIER VOLUNTEERS," CLARK COUNTY, WE HAVE A CONSIDERABLE AMOUNT OF RURAL AREA. WE HAD SEARCH AND RESCUE TEAMS, AND I KNOW KING COUNTY HAS DONE THAT AT TIMES. WE TRANSPORTED MEDICAL CARE PROVIDERS.

ONE TIME I SENT A SNOWMOBILE UP THE ROAD, IT WAS ACTUALLY A NEIGHBOR WHO LIVED TWO MILES PAST ME. I SENT A SNOWMOBILE GUY UP THERE, HE HAD AN URGENT MEDICAL NEED. THE ROAD WAS COMPLETELY UNACCESSIBLE EXCEPT BY snowmobile. KING COUNTY MAY HAVE SOME OF THOSE RESOURCES ON THE SEARCH AND RESCUE SIDE, BUT

I HAVE NO IDEA HOW MANY snowmobiles THERE ARE IN THE CITY OF Renton. I HAVE NEVER THOUGHT TO COUNT THEM, HONESTLY.

>> THE PROBLEM WITH THE RESOURCE LIST IS THEY ARE EVER-CHANGING. I DIDN'T KNOW YOU WERE IN CLARK COUNTY, I AM IN YAKIMA.

THIS GOES BACK TO MY WHOLE COMMUNITY resiliency PIECE AND GROUPS — TRANSPORTATION ISSUES, THERE ARE snowmobile CLUBS AND FOUR-WHEEL DRIVE CLUBS AND equestrian CLUBS AND AROUND HERE THERE IS A LARGE HORSE STABLE, SO THERE ARE ALL THESE RESOURCES, BUT HOW DO YOU IDENTIFY WHERE THEY ARE? HOW DO YOU REACH OUT TO THE SKI CLUB? THESE ARE GROUPS WHERE WE WOULD SAY HEY, YOU COULD HAVE A REAL IMPORTANT ROLE AND A RESPONSE IN A DISASTER, NOT ONLY ARE THEY A RESOURCE FOR US, WE CAN TALK TO THEM ABOUT DISASTER PREPAREDNESS AND THEY CAN catapult, AND THEN THESE PEOPLE WOULD ENCOUNTER MORE PEOPLE THAN THEY NORMALLY WOULD. PUT YOUR RESOURCES INTO COMMUNITY outreach AND DO IT feverishly BECAUSE THAT'S WHERE YOU CAN GET A LOT OF THESE GROUPS TOGETHER LIKE WHAT WE HAVE TODAY.

>> CAN YOU TALK TO, LIKE WERE YOU AWARE OF THE BIKE TRIALS THAT THEY HAD IN PORTLAND?

>> THEY DID SOME BICYCLE DEMONSTRATION. THEY DID LIKE A BIKE race WITH BIKES THAT WERE FITTED FOR — THEY COULD CARRY SUPPLIES WITH THEM RATHER THAN JUST NORMAL bicycles THAT WE ENCOUNTER REGULARLY ON THE STREETS. THIS IS ONE WHERE THEY ARE

EQUIPPED TO MOVE RESOURCES AROUND. THEY MADE A TRIAL. THEY MADE IT A FUN EVENT THAT ALSO HAD A PIECE OF DISASTER PREPAREDNESS. THEN FEMA AND CLATSIP (PHONETIC) COUNTY IN THE STATE OF OREGON, THEY ARE GETTING READY TO DO "RACE A WAVE," WHICH IS A tsunami PIECE. WE CAN SAY HEY, COME AND LEARN ABOUT SOME DISASTER STUFF. IF THEY ARE TIED INTO BIGGER EVENTS IT'S MORE POWERFUL TO THESE PEOPLE.

IS THAT WHAT YOU WANTED?

>> DANIELLE BAILEY: PEOPLE ARE ACTIVELY DOING THINGS WITH THE BIKE PIECE. THAT'S IN AN EARTHQUAKE SCENARIO, WHERE BIKES CAN MANEUVER MORE THAN VEHICLES, SO THEY USE THAT, THE BIKE TRAILS, TO GET SUPPLIES TO FOLKS WHERE VEHICLES WOULDN'T BE ABLE TO REACH.

>> SCHOOL DISTRICTS, SCHOOL BUSES, PRIVATE CHARTER BUSES ARE ANOTHER RESOURCE.

>> IN THE LAST GROUP WE SPENT TIME THAT THOSE ARE GREAT RESOURCES, BUT WHERE IS THE DRIVER TO GO WITH THAT SCHOOL BUS? EVEN FOR ACCESS, instilling A SENSE OF DUTY AMONGST ACCESS DRIVERS, EVEN THOUGH YOUR FAMILY IS IN HARM'S WAY, YOUR KIDS ARE HOME FROM SCHOOL, HOW DO YOU GET YOUR OWN STAFF TO COME IN TO WORK TO BE OF LARGER SERVICE TO THE COMMUNITY? FROM YOUR OTHER ORGANIZATIONS WHAT KIND OF STRUCTURES DO YOU HAVE IN PLACE TO incentivize FOR THEM TO MAKE IT IN TO DO YOUR FUNCTIONS AT ALL COSTS?

>> WE ALL BELIEVE THE CONTINUITY OF RELATIONS, SO IF I HAVE A PAYCHECK I STILL AM GOING TO BE —

>> WE TELL PEOPLE WE CAN'T PAY YOU IF YOU DON'T COME TO WORK. YOU COULD TAKE PERSONAL LEAVE, BUT OTHERWISE IF YOU DON'T DO THAT YOU DON'T GET PAID. EVERYBODY IN THE CITY HAS A DISASTER ASSIGNMENT, AND THEY WILL DO WHATEVER IT TAKES TO GET TO WORK. IF THEY LIVE on AN UNPLOWED HILL, DON'T KILL THEMSELVES GETTING TO WORK. THEY HAVE TO USE PERSONAL TIME, OTHERWISE THEY DON'T GET PAID FOR THAT DAY. WE REALLY DON'T HAVE MANY PEOPLE WHO HAVE AN ISSUE WITH THAT. THAT'S AN EXPECTATION THAT HAS BEEN SET.

>> AS I SAID, WE SET UP WORK FROM HOME OPTIONS AND OTHER OPTIONS, BUT FROM THE VERY FIRST INTERACTION THAT YOU HAVE WITH OUR WORK GROUP, IF YOU ARE APPLYING WITH 211 OR THE CRISIS CLINIC, THE FIRST THING IS ONCE YOUR FAMILY IS SAFE IN AN EMERGENCY HOW AND WHEN CAN YOU GET INTO WORK? WHAT IS YOUR PLAN? PEOPLE, FROM THE MOMENT THEY ENTER THE AGENCY THEY WILL THINK ABOUT WHAT THEY WILL DO AND WHAT THE expectation IS.

>> ANY OTHER RESIDENTIAL FACILITIES AND PEOPLE ON STAFF WHO ARE ACTUAL CAREGIVERS?

>> THE SAME THING, YOU DON'T NEED TO SHOW UP, BUT IF YOU ARE NOT HERE IT'S A BIG PROBLEM AND YOU DON'T GET PAID IF YOU DON'T.

>> THERE IS ALSO MUTUAL AGREEMENTS THAT IF A FIREFIGHTER OR A POLICE OFFICER COULDN'T GET INTO WORK IN REDMOND BUT THEY LIVE

IN CARNATION, DUVALL, IF THEY SHOWED UP TO THE FIRE STATION THERE AND SHOWED THEIR CREDENTIALS, IT'S OKAY, MUTUAL AID, YOU CAN WORK THERE, AND OUR CITY WOULD STILL PAY THEM FOR WORKING.

>> DANIELLE BAILEY: DO ANY OF THE COMMUNITY-BASED ORGANIZATIONS, DO YOU HAVE MUTUAL AGREEMENTS WITH EACH OTHER? PROVIDERS OR ANYTHING LIKE THAT? I DON'T KNOW THE LIABILITY OR ANYTHING WITH THAT.

>> : YEAH. LIKE WITH US, WE HAVE AGREEMENTS WITH THE SEATTLE EMERGENCY OPERATIONS CENTER. IF WE NEED TO WE CAN GO WORK FROM THERE. THEY HAVE AGREED TO GIVE US SOME PHONES TO STAY IN CONTACT.

>> THAT'S GREAT. THAT'S SOMETHING THAT WE NEED TO DO. THE COMMUNITY PSYCHIATRIC GROUP, WE DON'T HAVE THAT —

>> I WONDER FOR THE CBO'S THAT HAVE VEHICLES, I WAS THINKING LIKE SCHOOL BUSES, SO WHAT IF THE SCHOOL BUS DRIVER WHO DRIVES FOR RENTON SCHOOL DISTRICT BUT LIVES IN CARNATION, CAN HE DRIVE THE CARNATION SCHOOL BUS? OR FROM METRO ACCESS, IT'S NOT A METRO ACCESS VEHICLE BUT SOMEBODY FROM PIERCE COUNTY WHO IS CLOSE TO ONE, CAN THEY DRIVE THAT VEHICLE?

>> WHAT'S THE DEGREE OF THE EMERGENCY AND WHAT RULES ARE BEING SUSPENDED FOR THAT EMERGENCY? FOR THE SNOWSTORM SCENARIO, PROBABLY NO. IF IT WAS AN EARTHQUAKE, WE ARE TALKING ABOUT MONTHS GOING ON TIME, WE WOULD PROBABLY GET PRETTY CREATIVE ABOUT THOSE AGREEMENTS. THAT'S THE SHORT ANSWER.

>> DANIELLE BAILEY: ANY OTHER COMMENTS OR ANY WAYS IF YOU COULD THINK OUTSIDE OF THE BOX OF HOW EMERGENCY MANAGEMENT AND DISABILITY ORGANIZATIONS COULD WORK BETTER TO TALK ABOUT SOME OF THESE ISSUES TO CREATE THAT ONGOING CONVERSATION? YOU HAVE LIKE TWO MINUTES.

>> I AGREED WITH DEB'S COMMENT. IN EMERGENCY MANAGEMENT WE ARE TRYING TO DO OUR BEST TO REACH OUT INTO THE COMMUNITY, BUT IF THE COMMUNITY CAN REACH INTO US AND GET THE CONNECTIONS MADE, THEN I DON'T FEEL LIKE I'M MISSING SOMEBODY OUT THERE DOING COMMUNITY outreach. IF THEY ARE KNOCKING ON MY DOOR, THAT'S EVEN BETTER.

>> I DON'T KNOW WHO I DON'T KNOW, THAT'S THE PROBLEM.

>> SO IF YOU PROVIDE SERVICES IN ISSAQUAH, WE NEED YOUR CARD. REDMOND.

>> HE WILL PLOW YOUR ROADS.

>> WE HAVE SAID IT THROUGHOUT THE DAY, BUT WE ARE TRYING TO CREATE THOSE RELATIONSHIPS AND DO THE NETWORKING AND EXCHANGE OF BUSINESS CARDS AND START DEVELOPING THE RELATIONSHIPS. WE ARE NOT THE EXPERTS. WE ALL HAVE EXPERTISE IN VARIOUS AREAS AND WHAT WE ARE TRYING TO DO IS FIGURE OUT AND MELD AND BUILD THOSE BRIDGES BETWEEN ALL OF US.

>> DANIELLE BAILEY: I THINK IT'S IMPORTANT TO OPEN THOSE CHANNELS OF COMMUNICATION IN THAT EMERGENCY MANAGEMENT MAKES THAT OPENING TO THE DISABILITY COMMUNITY, BUT IT'S OKAY TO CALL

AND LET US KNOW, HOW DO WE DO THE PLANNING AHEAD OF TIME? THOSE ARE OPEN DOORS WHERE FOLKS FEEL COMFORTABLE BRINGING THOSE ISSUES TO THE TABLE.

>> ONE OTHER THOUGHT, ALL OF US ARE REQUIRED TO UPDATE OUR COMPREHENSIVE EMERGENCY MANAGEMENT PLANS EVERY FOUR YEARS. I WILL BE TRYING SOMETHING NEW IN RENTON AND HAVE LIKE AN OPEN HOUSE ONE NIGHT PER MONTH — I HAVEN'T SET MY SCHEDULE YET — ONE EMERGENCY FUNCTION PER MONTH, SO IF IT'S communications AND WARNING ESF, THAT WOULD BE GREAT. I CAN PUT PEOPLE ON THE LIST. IF I KNOW WHO THEY ARE I WILL MAKE SURE THEY KNOW AND I WILL PUBLISH THEM. GET INVOLVED AS THE EMERGENCY PLANS ARE REVISED TO PROVIDE INPUT AND EDUCATE US ABOUT WHAT IS NEEDED IN THE COMMUNITY AS WE ARE DOING THAT PLANNING. THE PLANNING IS IN CONTINUAL REVISION. FORMALLY IT'S DONE EVERY FOUR YEARS, BUT WE ARE CONSTANTLY revising IT. I JUST CAME UP WITH THAT A COUPLE MONTHS AGO, IT WAS LIKE "DING" AND I THOUGHT WHY DIDN'T I DO THIS BEFORE?

>> I THINK IS A BREAK RIGHT NOW AND COFFEE AND TEA AND COOKIES. WE HAVE ONE MORE THING WHICH IS TO BRING A REALLY FRANK DISCUSSION ABOUT SOME OF THE INTERSECTIONS WE TALKED ABOUT, HIGH LEVEL NEXT STEPS AND WHAT WE WOULD PRIORITIZE. THERE ARE A LOT OF THINGS THAT COULD HAPPEN AT THAT INDIVIDUAL LEVEL AND THAT ORGANIZATION LEVEL, BUT ARE THERE THINGS AS A COUNTY LEVEL. I KNOW NOT ALL OF US CAN BE IN EVERY JURISDICTION

AND NOT EVERY EMERGENCY ROOM CAN FIGURE — IT'S WHAT ARE THE
NEXT STEPS AND HOW CAN THEY CONTINUE TO MOVE THIS WORK FORWARD
AS A COMMUNITY.

>> JOHN ROCHFORD: VERY GOOD, THANK YOU.

(MEETING ADJOURNED AT 2:57 P.M.)